## Videoconferencing Service and Support

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<th>Service Name</th>
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<tr>
<td>Description</td>
<td>This service provides ongoing management and maintenance of physical site infrastructure assets used to house video conferencing hardware solutions (for example, Polycom) and technical support, training and installation of ITS supported hardware and software solutions including Adobe Connect and Zoom</td>
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<td>Eligibility</td>
<td>This service is provided to faculty and staff as well as faculty and staff sponsored student organizations</td>
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| How to Request Service | • Initial contact with event details through the IT Service Center (864.294.3277 or service.center@furman.edu)  
• Escalate incidents or problems to the IT Service Center |
| Availability  | 7am - 7pm M-F, other times by special request |
| Charges       | • For existing hardware / software solutions there is no cost to the customer for internal planning, configuration and maintenance services. Source for funds for installations, repairs and upgrades depend upon classification of space, request status (standard systems or specialty) and funding availability  
• Quotes will be made available for new hardware installations after a competitive bidding process by multiple vendors |
| Service Line  | Learning Technology Services |
| Features      | **Hardware solutions:**  
• Provides consulting and expertise for physical site, point-to-point hardware video conferencing systems (for example, Polycom), infrastructure assets such as floor space, mechanical, electrical, ventilation, cabling, lighting and mounting of equipment.  
• Oversees repairs to video conferencing components done by 3rd parties and validate that repairs meet expected benefits.  
• Manages and maintains conference and meeting room audio, video and teleconferencing equipment that have been designed and installed by ITS with approved University budgets.  
• Designs, plans and estimates costs of appropriate multimedia accommodations for new construction and renovations.  
• Monitors use of physical site premises to identify spaces for upgrades or downgrades to accommodate changes in multimedia equipment capability or general infrastructure.  
• Oversees changes to physical site video conferencing infrastructure to ensure existing services are not adversely impacted by physical site construction activities.  
• Ensures proper labeling of video conferencing equipment and cables in place are adequately maintained.  

**Software solutions:**  
• Recommends software solutions known to be supported by ITS and expected to perform well when using the network infrastructure of the university.  
• Assists with software installation, if necessary.  
• Monitors 3rd party maintenance periods against scheduled event times and make conference host(s) aware of known schedule conflicts.  

**Both hardware / software solutions:**  
• Manages, tests and maintains video conferencing hardware and ITS supported software.  
• Acquires appropriate video conferencing technologies.  
• Represents Information Technology Services in extending multimedia services to campus clients.  
• Provides training and pre-event practice opportunities.  
• Assists with arrangements for in-meeting assistance if requested in advance. |
| Owner         | Susan T. Dunnavant, Ed.D., Director of Learning Technology Services |
| Pre-requisites | **For new hardware / software installations**  
• Approved designated budget for the design, implementation and support of audio / video system  
• Appropriate network and construction infrastructure to support requirements  
• New hardware installations require a minimum of six weeks to allow competitive bid process from a minimum of three vendors; site assessment, research and comparison  

**For events utilizing existing video conferencing solutions**  
• Advance notice of at least three full business days before start of event(s). Longer period preferred to minimize risk of technological barriers and to schedule a test connection with off campus user(s).  
• Verification of connection details such as application username(s); IP addresses; audio / video / presentation needs |
| VP Customer   | Vice President for Academic Affairs and Dean |
| Delivery Channels | • Satisfied Work Requests  
• Consulting and Support |
|-------------------|--------------------------------------------------|
| Service Targets   | • 90%+ of faculty / staff reporting event experience / support above minimum expectations on TechQual survey related items  
• Less than 1% of service requests representing foreseeable failures (incorrect / untested configuration, maintenance schedule conflicts, etc.) |