## Presentation Systems

<table>
<thead>
<tr>
<th>Service Name</th>
<th>Presentation Systems</th>
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<tbody>
<tr>
<td><strong>Description</strong></td>
<td>This service provides ongoing management and maintenance of the infrastructure, equipment and peripherals associated with mediated teaching and presentation spaces.</td>
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<tr>
<td><strong>Eligibility</strong></td>
<td>This service is available to faculty, staff and student organizations for where presentation systems are installed or proposed.</td>
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<td><strong>How to Request Service</strong></td>
<td>Contact the IT Service Center (864.294.3277 or <a href="mailto:service.center@furman.edu">service.center@furman.edu</a>)</td>
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<td><strong>Availability</strong></td>
<td>7am - 3pm M-F</td>
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<td><strong>Charges</strong></td>
<td>Internal planning, configuration and maintenance services provided at no cost to customer – source for funds for installations, repairs and upgrades depend upon classification of space, request status (standard systems or specialty) and funding availability.</td>
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<tr>
<td><strong>Service Line</strong></td>
<td>Learning Technology Services</td>
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| **Features** | Provides consulting and expertise for physical site multimedia infrastructure assets such as floor space, mechanical, electrical, ventilation, cabling, lighting and mounting of equipment. Coordinates with departments responsible for infrastructure.  
  Designs, plans and estimates costs of appropriate multimedia accommodations for new construction and renovations to include multiple competitive bids from various vendors.  
  Acquires appropriate multimedia teaching and presentation technologies.  
  Manages and maintains physical site multimedia-installed locations to provide clean operating environment free from litter and dust.  
  Manages, tests and maintains instructional multimedia classroom teaching stations.  
  Represents Information Technology Services in extending multimedia services to campus clients.  
  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 multimedia teaching and presentation station infrastructure to ensure existing services are not adversely impacted by physical site construction activities.  
  Ensures proper labeling of multimedia equipment and cables in place are adequately maintained.  
  Oversees repairs to physical site multimedia components done by 3rd parties and validated 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. |
| **Owner** | Joe Hiltabidel, Media Systems Manager |
| **Pre-requisites** | Approved designated budget for the design, implementation and support of audio / video systems.  
  Appropriate network and construction infrastructure to support requirements. |
| **Delivery Channels** | Consulting with primary stakeholders.  
  Satisfied work requests.  
  Technical and usage support.  
  Participation in construction or planning meetings/committees as appropriate. |
| **Service Targets** | 90%+ of faculty / students reporting classroom spaces above minimum expectations on TechQual survey.  
  Less than 5% of service requests representing foreseeable failures (lamps burned out, etc.)  
  Initial response to 100% of outages within 4 business hours.  
  Continual communication with ACC regarding priorities for planning purposes. |