### Service Name
Instructional Technology- Athletics Support

### Description
This service provides specialty hardware and software support for the Athletic Department’s instructional programs. Support is provided for computers, peripherals, software, and online resources associated with athletic department goals. This service includes the specification, purchasing, testing, configuration, and troubleshooting of hardware and software used by the athletic staff.

### Eligibility
Athletic Department Staff

### How to Request Service
Contact the IT Service Center (864.294.3277 or service.center@furman.edu)

### Availability
8:30 am to 5:00 pm M-F except Holidays and Campus Shutdowns

### Charges
Service is provided at no cost to the customer. In some situations, the customer may be responsible for replacement parts or repairs, or software licensing beyond the scope of ITS and bounded by the contracts signed with the respective vendor.

### Service Line
Learning Technology Services

### Features
- Consults with the customer community on the support required regarding existing and potential needs for software and hardware tools to support their instructional goals.
- Provides expertise from within Learning Technology Services to address specific software and hardware related needs.
- Provides specialized and expert support as required for Athletic Department staff.
- Provides athletic department staff with the opportunity to review and test alternative technologies in order to reduce budgetary commitments.
- Provides time and cost estimates for acquiring, licensing, implementing and delivering new technologies.
- Supports specialty software such as Dragonfly, DVSport, GameBreaker, Frontrush.

### Owner
Corey Gheesling- Instructional Technologist

### Pre-requisites
- Existing infrastructure, governance and funding to support forwarded technology requirements.
- Furman NetID required for customers to gain access to internal resources.
- Minimum threshold of participation/utilization may be needed to sustain specific offerings.
- Systems and applications installed and configured, and services delivered through standard enterprise computing services of ITS.

### VP Customer
Vice President and Director of Athletics

### Delivery Channels
- Completed work requests
- Systems and applications acquired through current policies including oversight of CIO
- Online documentation of resource availability, operation, scope
- Assistance in use and application administration provided through personal contact

### Service Targets
- Initial response to user request for consultative support within one business day – 90% or more of the time.
- 90% or more positive feedback from Track-It survey responses.
- 90% or more of technical trouble requests assigned through the IT Service Center resolved, escalated or negotiated with user as a longer range project within 1 business day.
- 90% of software installation and upgrade requests resolved within two weeks.
- 95% or more positive responses from customers on related items in TechQual survey.