APPENDIX C - ITS SERVICE

SERVICE NAME
ITS Classroom Technology Services

SERVICE DESCRIPTION
Installation and maintenance of classroom technology equipment built to the current ITS standard in effect at the time of installation.

SERVICE ASSUMPTIONS
In scope:
ITS will provide service and support for the AV presentation systems installed by ITS Classroom Technology Services.

This equipment includes the following items built to the standard in effect in 2012:
- PC, monitor, monitor arm
- Touch panel, controller and ancillary control equipment
- DVD player
- VHS player
- Document camera
- Projector and mount
- Projection screen
- Audio amplifier, speakers
- Cabling, connectors and raceway specific to the multimedia system
- Lectern, shelving and drawers within the lectern
- Power distribution within lectern
- AV matrix switcher

Out of scope:
Upgrades and modifications of the system beyond the standard established at the time of installation.

ITS RESPONSIBILITIES
ITS is responsible for maintaining classroom technology equipment installed by ITS Classroom Technology Services. ITS will provide an orientation to the operation of the equipment for each user.

CUSTOMER RESPONSIBILITIES
Customer is responsible for all costs associated with the room. This includes the initial purchase and ongoing maintenance costs of all components of the multimedia presentation system as well as ITS labor costs. Customer will need to provide access to room scheduling and physical access to the room for preventive maintenance and equipment repair and replacement as needed.

SERVICE MANAGEMENT
SERVICE REQUESTS (How are requests submitted? What is the procedure? Response times (if applicable)
Service and equipment orientation requests may be submitted by telephone, by email, by face to face contact, or by the use of the e-Help button on the touch panel in the classroom. Emails should be directed to avhelp@uidaho.edu.

- **ITS CONTACT INFORMATION**
  avhelp@uidaho.edu
  208-885-0570

- **SERVICE NOTES**
  - Service will be provided during normal university working hours on normal university workdays.
  - Orientations will be performed in Customer’s classroom or at the ITS Classroom Technology Services office located at TLC 132. Customer will be notified by ITS for the orientation location.

**SERVICE COSTS**
Service costs include time and materials at current approved ITS Classroom Services hourly labor rates plus equipment and material costs.

**NOTES**