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 at the time of installation:
- Computer, monitor, monitor arm
- Touch panel, controller and ancillary control equipment
- Blu-ray player
- Document camera
- Projector and mount or other main display
- 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. Upgrades or modifications not installed by ITS. Modifications to the facilities housing the supported systems.

- ITS RESPONSIBILITIES
ITS is responsible for maintaining classroom technology equipment installed by ITS Classroom Technology Services in UI general classrooms or departmentally-controlled rooms where an MOU is in place between the controlling department and ITS. ITS will provide an orientation to the operation of the equipment for each user.

- CUSTOMER RESPONSIBILITIES
For non-general classrooms, Customer is responsible for all costs associated with the room and associated systems. This includes the initial purchase and ongoing maintenance costs of all components of the multimedia presentation system as well as ITS labor costs for planning, engineering, installation, and support. 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
Service requests and equipment orientation requests should be submitted to mmrooms@uidaho.edu. Response times will be best effort during normal business hours. General classroom support will take priority over other service requests.

**ITS CONTACT INFORMATION**
mmrooms@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 materials costs.

**NOTES**