service level agreement

Classroom Support

Computing Services and the Operations Office agree to work together to provide full support for classroom technology directed related to the technical readiness of the room and associated equipment.

Faculty, Staff, Students and other Presenters (FSS)

To enable Computing Services and the Operations Office to achieve their goal of providing an excellent and reliable classroom technology environment, as a member of the Business School community we agree to:

- Contact the Operations Office to schedule rooms and request classroom equipment.
- Communicate classroom equipment needs to the Operations Office with at least 24 hours notice. Without proper notice, equipment availability will be provided on an “as available” basis.
- Follow the established guidelines for proper notice of computer software requests as described in the Software section of this service level agreement. In particular, software will only be added to the lab/classroom computers immediately prior to the Fall and Winter semester.

Computing Services (CS)

CS agrees to provide a reliable classroom technology environment by:

- Monitoring and maintaining the technology equipment (computer, video, network, etc.) in the approximately 20 classrooms used for traditional teaching on a regular basis. Support for EE classrooms will be provided on an “as available” basis.
- Providing all technology (computer, video, network, etc.) setup, training and basic assistance in each classroom. Direct “in classroom” support or general administrative support (copies, etc.) is not provided unless arrangements are made in advance and as staff resources are available.
- Continually working towards improvements in computer systems, better support policies and new technologies that minimize classroom problems.
- Providing ample opportunities for faculty and staff to learn of the proper ways to conduct classroom technical activities and on how to use classroom equipment.

In order to provide reliable and redundant service that spans the general HelpDesk hours of service:

1. The two dedicated classroom support technicians and student assistants will have primary responsibility for the above aspects of classroom support and the instructional labs
2. The eight members of the computer desktop support team will have primary responsibility for faculty/staff computer support.
Cross functional support will be provided on an emergency basis, so as to not jeopardize the goals and performance measurements of each team, except as follows:

a. The main HelpDesk phone will be the single point of contact for all technical support.
b. Evening, early morning and weekend desktop support team members will be available to assist with classroom requests as needed.
c. Student assistants will participate in classroom support and preventative maintenance schedules.
d. Major school events (i.e. visiting board meetings) may require a fully committed team of all desktop and instructional support staff members.