IT Services

Service Level Agreement

Audio-Visual Services (AVS)

Document Ref: DSLAAVS
## Glossary

<table>
<thead>
<tr>
<th>Term</th>
<th>Meaning</th>
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<tbody>
<tr>
<td>Business hours</td>
<td>Periods between the hours: 0800 and 1700 on university business days.</td>
</tr>
<tr>
<td>Pool Room</td>
<td>University of Salford Lecture theatre or seminar room. The lists of university rooms that fall into this category can be viewed from the following ITS web page: <a href="http://www.its.salford.ac.uk/av/booking">http://www.its.salford.ac.uk/av/booking</a></td>
</tr>
<tr>
<td>Rapid Response</td>
<td>Dispatch of a technician to a problem site where AV equipment problems are delaying the progress of a lecture or other university event.</td>
</tr>
</tbody>
</table>
Contents

1 INTRODUCTION ..................................................................................................................... 5
  1.1 Service Outline .................................................................................................................. 5
  1.2 Scope of the Agreement ....................................................................................................... 5
2 SIGNATORIES ......................................................................................................................... 6
3 SERVICE CONTACTS .............................................................................................................. 7
  3.1 IT Services: Service Desk .................................................................................................. 7
  3.2 IT Services: Customer Relationship Manager ...................................................................... 7
  3.3 Business Primary Contact ................................................................................................. 7
4 SERVICE DESCRIPTION .......................................................................................................... 8
  4.1 In Scope .............................................................................................................................. 8
  4.2 Service Hours and Access to Support ................................................................................ 9
  4.3 Out of Scope ....................................................................................................................... 9
  4.4 Escalation ........................................................................................................................... 9
5 TARGET SERVICE LEVELS ...................................................................................................... 11
  5.1 Request Fulfilment .............................................................................................................. 11
  5.2 Incident Handling ............................................................................................................... 11
6 CUSTOMER RESPONSIBILITIES ............................................................................................. 12
APPENDIX 1 APPROVED LIST OF INCIDENT AND STANDARD SERVICE REQUEST CLASSES...... 13
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Document Control:

<table>
<thead>
<tr>
<th>Project/Service Name:</th>
<th>Audio-Visual Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Document Number:</td>
<td>DSLAAVS</td>
</tr>
<tr>
<td>Original Author:</td>
<td>John Green</td>
</tr>
</tbody>
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<table>
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<tr>
<th>Version</th>
<th>Reason for Change</th>
<th>Author</th>
<th>Date</th>
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<tr>
<td>0.1-0.5</td>
<td>Initial draft versions</td>
<td>John Green</td>
<td>25/5/11</td>
</tr>
<tr>
<td>0.6</td>
<td>Final draft stage, following client review</td>
<td>John Green</td>
<td>28/6/11</td>
</tr>
<tr>
<td>1.0</td>
<td>Full release</td>
<td>John Green</td>
<td>4/7/11</td>
</tr>
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<td>1.1</td>
<td>Clarification regarding AV equipment in pooled vs. non-pooled spaces.</td>
<td>John Green</td>
<td>18/11/11</td>
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Distribution for Approval:

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<tr>
<th>Title</th>
<th>Name</th>
<th>Signature</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>ITS Technical Services Manager</td>
<td>Angus Rae</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Associate Director, ITS Service &amp; Operations.</td>
<td>Mark Hilditch</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
1 Introduction

1.1 Service Outline

This service includes the provision of audio-visual facilities in support of university learning and administration. In summary:

- Provision of ‘built-in’ AV facilities within pool rooms;
- Media duplication/transfer;
- Encoding for video streaming;
- Transfer of event recordings (audio and/or video) onto portable media—typically DVD;
- Production/Post-production;
- Consultancy;
- Equipment Loan.

1.2 Scope of the Agreement

This agreement covers the key activities that underpin the provision of Audio-Visual Services by the IT Services Division.

The service is provided exclusively to core University of Salford academic and professional service departments. Non-university organizations and entities such as commercial university subsidiaries or partnerships are not eligible under this agreement.
2 Signatories

Customer Organization: This is an open service: there is currently no specific point of customer representation.

Provider: IT Services, University of Salford;

Agreement effective from: September 1st, 2011

Review Due: August 31st 2012 and annually thereafter.

Signed:

____________________________________________
Name:
Date:
(On behalf of the customer)

Signed:

____________________________________________
Name:
Date:
(On behalf of IT Services)
3 Service Contacts

3.1 IT Services: Service Desk

<table>
<thead>
<tr>
<th>Service Contact</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
<td>John Green</td>
</tr>
<tr>
<td>Telephone Number</td>
<td>0161 295 3218</td>
</tr>
<tr>
<td>Email Address</td>
<td><a href="mailto:j.l.green@salford.ac.uk">j.l.green@salford.ac.uk</a></td>
</tr>
<tr>
<td>Emergency Number</td>
<td>07754 264170</td>
</tr>
</tbody>
</table>

3.2 IT Services: Customer Relationship Manager

<table>
<thead>
<tr>
<th>IT Services: Customer Relationship Manager</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
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<tr>
<td>Emergency Number</td>
<td>07754 264170</td>
</tr>
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</table>

3.3 Business Primary Contact

<table>
<thead>
<tr>
<th>Business Primary Contact</th>
<th>Details</th>
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<tbody>
<tr>
<td>Name</td>
<td>N/a</td>
</tr>
<tr>
<td>Business Title/Role</td>
<td>N/a</td>
</tr>
<tr>
<td>Organizational Unit</td>
<td>N/a</td>
</tr>
<tr>
<td>Telephone Number</td>
<td>N/a</td>
</tr>
<tr>
<td>Email Address</td>
<td>N/a</td>
</tr>
</tbody>
</table>
4 Service Description

4.1 In Scope

1 Media Duplication/Transfer. Copying of audio-visual content—including transfer between media/file types where required:
   - Majority of media types and file formats are supported. Feasibility of requests will be confirmed on a case-by-case basis.
   - This element is available only to members of university staff.

2 Encoding of video recordings in preparation for streaming:
   - Includes conversion to streaming format.
   - This element is available only to members of university staff.

3 Transfer of event recordings (video/audio) onto portable media/AV file:
   - Excludes post-production (editing/cutting).
   - Majority of media types and file formats are supported. Feasibility of requests will be confirmed on a case-by-case basis.
   - This element is available only to members of university staff.

4 Post-Production—full edit/cut from raw footage:
   - Majority of media types and file formats are supported. Feasibility of requests will be confirmed on a case-by-case basis.
   - This element is available only to members of university staff.

5 Conference/Event Support:
   - Includes equipment setup, operation and other technician support as required.
   - Can include end-to-end production/post-production work as required.
   - Subject to feasibility and health/safety compliance as regards the event venue.
   - This element is available only to members of university staff.
   - Subject to availability of staff and resources; therefore, this element of the service should be requested as far as possible in advance of the relevant event.
   - For internal events, charges will apply (to cover the additional cost of staffing) where support is required outside of university business hours. Charges are quoted on a case-by-case basis.
   - For external events, charges will apply in all cases.

6 Audio-Visual Equipment Loan:
   - Unless otherwise arranged, borrower must collect and return all equipment.
   - Subject to availability of equipment.
   - Equipment should be booked at least 5 business days in advance of the requirement.
   - Any costs due to damage incurred by the borrower will be recharged to the borrowing department.
   - Maximum loan period: 48 hours; may be extended by agreement, depending on general demand at the time.
   - Includes on-site response to failures with borrowed equipment.
   - Loan stock is listed on the ITS Intranet site: see http://www.its.salford.ac.uk/av/equipment.php
   - On-campus use only.
• Excludes any formal training around the usage of equipment; basic advice can usually be provided at the time of collection.
• This element is available only to members of university staff.

7 Availability of audio-visual facilities in designated pool rooms:
• Audio-visual equipment installed in Pool Rooms will be maintained in an operational state by ITS. For standard room inventory, refer to [http://www.its.salford.ac.uk/av/booking](http://www.its.salford.ac.uk/av/booking)
• Includes ‘rapid response’ by ITS in the event of room equipment failure. Failures requiring rapid response must be reported to ITS Service Desk by telephone.
• Non-critical AV equipment issues should also be reported via ITS Service Desk.

7A Audio-visual equipment problems in non-pooled1 spaces/facilities—limited assistance:
• Includes ‘rapid response’ by ITS in the event of room equipment failure. Failures requiring rapid response must be reported to ITS Service Desk by telephone.
• Non-critical AV equipment issues should also be reported via ITS Service Desk.
• Because AV equipment in such facilities is owned by the relevant school/division, ITS’s service in this regard is limited to the recovery from equipment problems on a ‘reasonable endeavours’ basis. For example, where an equipment problem requires the services of an external party—such as a repair specialist—or where equipment is deemed beyond economic repair, ITS will be unable to provide or facilitate a resolution. In such events, funding of equipment repair or replacement will be the responsibility of the owning school or division.

8 Consultancy—Availability of AV specialists for the preliminary planning of ‘audio-visual’ elements of university changes/developments:
• This element offers preliminary consultancy only; any subsequent formal project planning and delivery would need to be costed and executed outside the scope of this service offering.
• This element can be booked only by members of university staff.

4.2 Service Hours and Access to Support
• Except where specified otherwise, all requests and problem reports should be submitted via ITS Service Desk channels—contact details as per section 3;
• The ITS Service Desk is staffed between the hours: 0800-1800 on university business days.
• Email or web form requests can be submitted at any time, but will be picked up by ITS only on university business days, during the hours: 0800h-1700h;
• Except where specified otherwise, fulfilment/resolution of requests and problems is not actively pursued at any time outside the hours: 0800-1700 on university business days (‘business hours’).

4.3 Out of Scope
• Any ITS involvement with specialized laboratory or studio equipment.
• On-demand individual coaching with regard to audio-visual equipment.
• Specialized media/AV solutions not owned or maintained by ITS.

4.4 Escalation
The escalation route within the IT Services organization, for issues relating to service incidents or service requests, is as follows:
1. Service Desk Manager;

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1 For example, specialized rooms/facilities that are owned by specific schools or professional service divisions.
2. Technical Services Manager;
3. Head of Service and Support;
4. Associate Director, Service and Operations.
5 Target Service Levels

5.1 Request Fulfilment

<table>
<thead>
<tr>
<th>Service Characteristic</th>
<th>Target, Capability or Limitation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lead time to fulfilment of Media Duplication/Transfer request (scope item 1).</td>
<td>Normally within <strong>5 business days</strong> for up-to 10 items/files.</td>
</tr>
<tr>
<td>Lead time to fulfilment of request for encoding of audio/video to streaming format (scope item 2).</td>
<td>Normally within <strong>5 business days</strong> for up-to 10 items/files.</td>
</tr>
<tr>
<td>Lead time to fulfilment of request for transfer of event recordings onto portable media/AV file (scope item 3).</td>
<td>Normally within <strong>5 business days</strong> for up-to 10 items/files.</td>
</tr>
<tr>
<td>Lead time to ITS’ securing a post-production planning session timeslot with the requester (scope item 4).</td>
<td><strong>Within 2 business days</strong> following receipt of request.</td>
</tr>
<tr>
<td>For conference/event production: Lead time to ITS’ securing an event planning session timeslot with the requester (scope item 5).</td>
<td><strong>Within 2 business days</strong> following receipt of request.</td>
</tr>
<tr>
<td>Lead time to confirmation of equipment availability following a request for AV equipment loan.</td>
<td><strong>Within 2 business days</strong> following receipt of request.</td>
</tr>
<tr>
<td>Lead time to ITS’ securing a consultation session timeslot with the requester (Scope item 8).</td>
<td><strong>Within 2 business days</strong> following receipt of request.</td>
</tr>
</tbody>
</table>

5.2 Incident Handling

<table>
<thead>
<tr>
<th>Service Characteristic</th>
<th>Target, Capability or Limitation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rapid response(^2) in the event of critical audio-visual equipment problems/faults: Elapsed time between detection/receipt of call by ITS and subsequent arrival of ITS technician at the failure site (scope items 7 and 7A).</td>
<td><strong>Typically within 15 minutes.</strong> Temporary equipment will be provided where available, in cases where a satisfactory resolution is not otherwise feasible.</td>
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\(^2\) Applicable where an equipment failure is delaying a lecture or other event
6 Customer Responsibilities

All users of audio-visual equipment should be confident in the use of the equipment, as ITS are not able to provide on-demand tuition.
Appendix 1  Approved List of Incident and Standard Service Request Classes

This section lists all predefined incident and standard service request types. Predefined types are used within ITS to facilitate correct routing of incidents/requests, and rapid determination as to which standard procedures should be followed in order to resolve or fulfil them.

requests
001  Media Duplication/Transfer Request;
002  Streaming Encode Request;
003  Request to Transfer Recording onto Portable Media;
004  Post-Production Request;
005  Conference/Event Support Request;
006  AV Equipment Loan Request;
007  AV Consultancy Request;
999  Unlisted Request Type.

Incidents
001  Room/Loan-AV Equipment Problem [Critical: DELAYING AN EVENT; Non-critical].