

# SLA - Classroom Technology

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Governance Group: None

Document Status: Draft

## Overview

Classroom technology support is available to faculty and staff of the College of Communication that utilize our classroom technology. Classroom technologies vary from room to room but are controlled by a central Crestron Digital Media Presentation System.

## Review Process

This document defines the practices that the College of Communication will use to support classroom technology. The details of this document may be reviewed and amended as required, or at least annually, to accurately reflect business and service needs.

## Time Conventions

Unless otherwise indicated, business hours are from 8 a.m. to 8 p.m., Monday through Friday, excluding holidays and reduced schedule days.

## Scope

The following user communities at the university are the intended recipients for Classroom Support in the College of Communication.

- College of Communication Faculty
- College of Communication Staff.
- Visitors to the College of Communication.

## Service Criticality

This service has been identified as Very Important, based on the ITS Critical Services Assessment Criteria. Please refer to the [Critical Services Assessment Criteria](#) for more information on the assessment methodology.

## Service Description

Classroom Technology Support is made available to all users who utilize our classroom technology to conduct class, meetings, and other special events.

Service	Description
Crestron Systems	Allows users to control output and input devices.
Document Cam	Allows users to display printed content on a display.
DVD/BluRay Player	Allows users to playback disc media.
Projector /Television	Displays playback content.

## Supported Computing Environment

Classroom support will be enhanced/extended on a regular basis following these criteria:

- A critical issue is discovered and needs to be addressed.
- A need for additional features is requested and approved.

## Technical Support

## Tier 1 support

Tier 1 support is provided by College of Communication Helpdesk.

## Tier 2 Support

Tier 1 support staff may escalate end-user issues to Tier 2 support. Tier 2 support is provided by the College of Communication Projects Team.

Tier 2 support is available during normal business hours.

End users always start with Tier 1, which is basic support. Tier 2 is a second support level and is reserved for more complex issues that tier 1 support cannot resolve.

## Service Availability

This section provides information about the normal schedule of times when the service is available, the times specified for scheduled maintenance, and defines expectations for reporting service problems and changes.

### Normal Service Availability

Classroom Technology Support is designed to be available for customer use during normal business hours on days the University of Texas at Austin is open. Routine requests are typically addressed within four business hours.

### Scheduled Maintenance

Related maintenance will be scheduled and announced seven days prior to the scheduled maintenance window.

### Problem Reporting and Change Notification

## Key Service Indicators

### List of Metrics/Measures

The following provides a description of the key service level objectives defined by this SLA.

Measurement Definition	Performance Target
Overall Availability [1]	The percent of time that the service is available. 99%
Customer Satisfaction Percent	The percent of positive response to customer satisfaction questions in the annual ITS survey. 90%

Notes:??1. The Overall availability is calculated as the hours that the service is available in the reporting period divided by the total hours in the reporting period. This percentage reflects scheduled and unscheduled downtime.

### Dependencies

Classroom Technology is dependent on ITS campus networking and Exchange Web Services.

### Service Report Card

## Other Party Responsibilities

In addition to the services provided by the College of Communication, subscribers (users) of the service and identified owners/administrators agree to certain important responsibilities. All parties agree to be aware of and adhere to the university's [Acceptable Use Policy](#). ITS retains the right to remove content that violates acceptable use.

### User/Subscriber Responsibilities

Subscriber agrees to:

Be aware of and adhere to the Acceptable Use Policy at <http://www.utexas.edu/its/policies/responsible.php>.

Provide critical information to the College of Communication Helpdesk in a timely manner when requested for purposes of resolving subscriber issues.

## Cost of Service

Classroom Technology Support is provided at no cost to faculty and staff.