

Draft Service Level Agreements for Management of Audio Visual Services

Service	Area	Initial Contact	Responsibility for Areas	Frequency /Priority	Service Level	User Responsibility	Charge
Audio Visual							
Provide AV equipment & operation support for the centrally bookable teaching & meeting rooms			For a list of equipment click here (link required)	On request	<p>Install and maintain AV equipment in centrally managed teaching and meeting rooms to pre-agreed standards (this includes LCD projectors, interactive Whiteboards, Video/DVD players, sound system).</p> <p>For frequently used equipment access is governed by salto cards.</p>	<p>Users are required to use their own log ins (For UoB staff and students this will be the usual log in, for external users they will need to get a guest log in when booking the room)</p> <p>Users are required to use access cards to access equipment cabinets (staff access as standard, students and external users must arrange for temporary access card)</p> <p>Where laptops are used, VGA cable is needed in most rooms (some of the very large theatres have it as part of the existing equipment but the norm is for users to bring their own. AV loan laptops include a VGA cable as standard</p> <p>Provide a minimum of 2 working days' notice for internal meetings/ events & two weeks' notice for conference requirements</p> <p>Inform AVS of cancellations to equipment requirements as soon as practicable.</p> <p>Report all faults with equipment as soon as possible</p> <p>All keys returned promptly & equipment kept safe & secure & operated as per the instructions during use</p>	<p>No charge for University staff (for work use)</p> <p>External users and students Yes</p>

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Provide Mobile AV Equipment			For a list of equipment click here (link required)	On request	Desk opening times 8am to 5pm Monday to Friday during term time. Phones helpline also for the same time. When ringing the helpline please ring direct from the teaching/meeting room rather than via a third party as the majority of problems can be resolved remotely as long as we can talk directly to the user.	All equipment returned promptly & kept safe & secure & operated as per the instructions during use Inform AVS of cancellations to equipment as soon as practicable	No charge for University staff (for work use) External users and students Yes
Maintain all AV Equipment				Yearly	Pat test and inspect all equipment	Report all faults with equipment as soon as possible by the user telephoning helpline from location. Where this is not possible, report as soon as practicable with as much detail and contact details in case further information is needed.	