Conference Room Design and Support
Service-Level Description

STANDARD SERVICE DESCRIPTION			
Customer Conference Room Location(s)	**Building**	**Room**	**Point of Contact (Name and Phone)**
Conference space design and engineering	• Delivers customized AV solutions in conference rooms and office spaces. These solutions integrate audio, video, and control systems to meet the customer's specific requirements. • Transforms office space and conference rooms into multi-media environments. • Delivers solutions that integrate systems to facilitate real-time synchronous audio visual communication. • Provides services throughout the project's lifecycle.		
Automated control development	• Develops control systems that allow end users to operate conference room components via a touch-panel user interface.		
AV system technical support	• Assists in resolving technical issues with current AV system components, if possible. • Makes recommendation for issues that cannot be resolved (e.g., components that are no longer supported or discontinued by the vendor).		
Project management	• Provides project management services to ensure that third-party integrators are meeting project deadlines. • Ensures that third-party integrators are using industry "Best Practices" when installing AV systems. • Manages relationship with vendors involved with project. • Provides services throughout the project's lifecycle.		
Training	• Provides in-room training to individuals (i.e., train-the-trainer) or small user groups.		
Meeting support	• Provides in-room support to ensure the successful use of AV and collaborative technologies.		
Room Maintenance Services	• Performs audio visual room certification. • Performs site surveys to ensure that AV equipment is operational. • Documents AV room configuration. • Performs routine maintenance on certified rooms on a semiannual basis (twice per year).		
Services Not Included	• Desktop computer support, such as PC configuration or application installation. • Resolution of problems caused by the improper use or abuse of equipment and/or infrastructure components. • Support for protocols or hardware not supported or recommended by CIT.		
SERVICE AVAILABILITY			
Service Coverage	• CIT provides in-room support from Monday-Friday, 8:00 am – 5:00 pm EST.		

	• CIT provides emergency support outside of our normal support hours. After-hours rates apply. Minimum charge is four (4) hours.
Service Availability	• In the unlikely situation that CIT opts to discontinue NIH audio visual room design and support services, a notice will be given to customer at least 12 months prior. • If CIT is unable to meet system availability target levels, CIT will provide the Customer reimbursement for unavailable services based on a calculated formula, upon request.
	SERVICE DELIVERY
Service Delivery Metrics	**In-room meeting support** • Delivery of audio visual in-room meeting support: within two full business days after receiving support request. • Completion time for room setup prior to an event: one (1) hour. Please note: In-room meeting support may be constrained by resource availability and previously scheduled events. **Technical support and preventive maintenance** • Investigate report of malfunctioning AV equipment: within one full business day after receiving notification of the problem. • Schedule room maintenance: within two full business days after receiving room maintenance request. Please note: Technical support and preventive maintenance metrics above are dependent upon the customer granting CIT with access to the room and may be constrained by resource availability and previously scheduled events.
	CUSTOMER SUPPORT
Response Times	• For non-emergency calls during business hours, CIT will provide a four (4) hour call-back response upon the creation of the service request ticket (by the NIH Help Desk). Customers will be able to track their service request tickets via a web-based client. • Emergencies will be handled within a one (1) hour call-back window upon receiving the alert via established protocols.

Trouble and Problem Reporting	• The contact for NIH Audio Visual room design and support services is the NIH Help Desk.
	   o Normal hours of operation is from 6:00 am to 6:00 pm Eastern time (for end-users in the continental United States), Monday through Friday.
	   o After hours of operation is from 6:00 pm to 12:00 am, weekdays.
	   o Hours of operation during weekends and holidays are from 8:30 am to 5:00 pm.
	• After-hours support can be available for emergency and mission-critical issues that cannot be delayed until normal hours of operation.
	• Methods of Contact:
	   o Phone:
	      ▪ 301-496-4357 (301-496-HELP) (local)
	      ▪ 866-319-4357 (toll-free)
	      ▪ 301-496-8294 (TTY)
	   o Web: http://ithelpdesk.nih.gov

CUSTOMER RESPONSIBILITIES	

NIH Conference Room Design and Support Customer Responsibilities	• Agrees to fund all CIT services as indicated in the service level agreement.
	• Ensures that access to rooms is provided one (1) hour prior to an event.
	• Provides access to rooms for maintenance in a prompt and timely manner.
	• Agrees to notify CIT of any room changes 48 hours after the room has been changed for recertification.
	• Provide access to network and computing resources, as necessary.
	
	Meeting Support
	• For Normal In-Room Meeting Support, customer agrees to:
	  ▪ Notify CIT 48 hours prior to an event.
	  ▪ Contact the NIH HelpDesk and open a ticket for meeting support. The ticket will include:
	    ▪ IC
	    ▪ Room Location
	    ▪ Date of Event
	    ▪ Time of Event
	    ▪ Agenda with AV requirements
	• For Emergency In-Room Meeting Support, the customer agrees to:
	  ▪ Notify CIT four (4) hours prior to an event.
	  ▪ Agrees to fund the emergency support rates.
	  ▪ Contact the NIH HelpDesk and open a ticket for meeting support. The ticket will include:
	    ▪ IC
	    ▪ Room Location
	    ▪ Date of Event
	    ▪ Time of Event
	    ▪ Agenda with AV requirements
	Maintenance
	• For Room Maintenance Scheduling, the customer agrees to:
	  ▪ Agrees to fund the maintenance support rates.
	  ▪ Provide access to rooms for maintenance.
	  ▪ Contact the NIH HelpDesk and open a ticket for maintenance support. The ticket will include:
	    ▪ IC
	    ▪ Room Location
	    ▪ Date and time when the room is available for maintenance

EVERGREENING	
Evergreening	• Video service environments and requirements inevitably change and the SLA needs to define an evergreening process to ensure that the support agreement keeps pace with the reality of user requirements. • CIT recognizes that the SLA covers a set of services that is not all inclusive of those that may be used by the number of video service users. • Changes to the SLA and comments regarding fulfillment of the commitments of the SLA will be solicited from the customers of the NIH Video Service and the ICs participating in the service.