

## **Conference Room Design and Support Service-Level Description**

<b>Conference Space Design and Engineering</b>	<ul style="list-style-type: none"> <li>• Customized audiovisual (AV) solutions in conference rooms and office spaces. These solutions integrate audio, video, and control systems to meet specific customer requirements.</li> <li>• Transformation of office space and conference rooms into multi-media environments.</li> <li>• Integration of systems to facilitate real-time synchronous audiovisual communication.</li> <li>• Service throughout the project's lifecycle.</li> <li>• Automated control systems that allow end users to operate conference room components via a touch-panel user interface.</li> </ul>
<b>AV System Technical Support</b>	<ul style="list-style-type: none"> <li>• Assistance with resolving technical issues with current AV system components.</li> <li>• Assistance with procuring repair services from third-party vendors if needed.</li> <li>• Recommendations for issues that cannot be resolved, for example: components that are no longer supported or discontinued by the vendor.</li> </ul>
<b>Project Management</b>	<ul style="list-style-type: none"> <li>• Project management services to ensure that third-party integrators meet project deadlines and use industry "best practices" when installing AV systems.</li> <li>• Vendor relationship management.</li> <li>• Service throughout the project's lifecycle.</li> </ul>
<b>Training</b>	<ul style="list-style-type: none"> <li>• In-room training for individuals (such as train-the-trainer) or small user groups.</li> </ul>
<b>Meeting Support</b>	<ul style="list-style-type: none"> <li>• In-room support to ensure the successful use of AV and collaborative technologies.</li> </ul>
<b>Room Maintenance Services</b>	<ul style="list-style-type: none"> <li>• Audiovisual room certification.</li> <li>• Site surveys to ensure that AV equipment is operational.</li> <li>• Document AV room configuration.</li> <li>• Routine maintenance for certified rooms on a semiannual basis (twice per year).</li> </ul>
<b>Services Not Included</b>	<ul style="list-style-type: none"> <li>• Desktop computer support, such as PC configuration or application installation.</li> <li>• Resolution of problems caused by the improper use or abuse of equipment and/or infrastructure components.</li> <li>• Support for protocols or hardware not supported or recommended by CIT.</li> <li>• Loaning of AV equipment.</li> </ul>
<b>SERVICE COVERAGE AND AVAILABILITY</b>	
<b>Service Coverage</b>	<ul style="list-style-type: none"> <li>• CIT provides in-room support from Monday through Friday, 8:00 am to 5:00 pm EST.</li> <li>• Support outside standard hours may be arranged in advance at the discretion of the support personnel.</li> </ul>

<b>Service Availability</b>	<ul style="list-style-type: none"> <li>• In the unlikely event that CIT discontinues NIH audiovisual room design and support services, a notice will be sent to customer at least 12 months prior to service discontinuation.</li> <li>• If CIT is unable to meet system availability targets, we will reimburse customers, upon request, for the time service was not available based on a calculated formula.</li> </ul>
-----------------------------	--

**SERVICE DELIVERY**

<b>Service Delivery Metrics</b>	<p><b>In-room meeting support</b></p> <ul style="list-style-type: none"> <li>• For standard audiovisual in-room meeting support, CIT requires notice at least two full business days prior to the event.</li> <li>• For room setup, CIT requires access to the event facilities at least one hour prior to the start of the event.</li> <li>• In-room meeting support availability may be constrained by resource availability and previously scheduled events.</li> </ul> <p><b>Technical support</b></p> <ul style="list-style-type: none"> <li>• Report of malfunctioning AV equipment: CIT will respond within one full business day after receiving notification of the problem.</li> </ul> <p><b>Preventive maintenance</b></p> <ul style="list-style-type: none"> <li>• Schedule preventive room maintenance: CIT will respond within two full business days after receiving room maintenance request.</li> </ul> <p><b>NOTE:</b> The technical support and preventive maintenance metrics above are dependent upon the customer granting CIT access to the meeting room/facilities and may be constrained by resource availability and previously scheduled events.</p>
---------------------------------	---

**CUSTOMER SUPPORT**

<b>Response Times</b>	<ul style="list-style-type: none"> <li>• For non-emergency requests during business hours, CIT will provide callback response within four hours after the service request ticket is assigned to the Room Design Team.</li> <li>• For emergencies, CIT will provide callback response within one hour of receipt of the alert through established protocols.</li> </ul>
-----------------------	--

<b>Reporting Problems</b>	<p>For customers, the primary contact for Conference Room Design and Support services is the NIH IT Service Desk. Service Desk hours of operation and contact information are as follows:</p> <table border="1" data-bbox="609 1470 1328 1753"> <thead> <tr> <th data-bbox="609 1470 820 1528">Normal Business Hours</th> <th data-bbox="820 1470 1031 1528">Weekend and Holiday Hours</th> <th data-bbox="1031 1470 1328 1528">Service Desk Contact Information</th> </tr> </thead> <tbody> <tr> <td data-bbox="609 1528 820 1753">Monday through Friday, 6:00 am to 6:00 pm United States Eastern Time</td> <td data-bbox="820 1528 1031 1753">8:30 am to 5:00 pm.</td> <td data-bbox="1031 1528 1328 1753">           Web:  <a href="http://itservicedesk.nih.gov">http://itservicedesk.nih.gov</a>             Phone:           <ul style="list-style-type: none"> <li>• 301-496-4357 (301-496-HELP) (local)</li> <li>• 866-319-4357 (toll-free)</li> <li>• 301-496-8294 (TTY)</li> </ul> </td> </tr> </tbody> </table>	Normal Business Hours	Weekend and Holiday Hours	Service Desk Contact Information	Monday through Friday, 6:00 am to 6:00 pm United States Eastern Time	8:30 am to 5:00 pm.	Web: <a href="http://itservicedesk.nih.gov">http://itservicedesk.nih.gov</a>  Phone: <ul style="list-style-type: none"> <li>• 301-496-4357 (301-496-HELP) (local)</li> <li>• 866-319-4357 (toll-free)</li> <li>• 301-496-8294 (TTY)</li> </ul>
Normal Business Hours	Weekend and Holiday Hours	Service Desk Contact Information					
Monday through Friday, 6:00 am to 6:00 pm United States Eastern Time	8:30 am to 5:00 pm.	Web: <a href="http://itservicedesk.nih.gov">http://itservicedesk.nih.gov</a>  Phone: <ul style="list-style-type: none"> <li>• 301-496-4357 (301-496-HELP) (local)</li> <li>• 866-319-4357 (toll-free)</li> <li>• 301-496-8294 (TTY)</li> </ul>					

**In-Room Meeting Support  
Terms and Conditions**

**Scheduling**

- Support requests are handled on a first-come, first-served basis in case of resource unavailability.
- Labor hours are billed in 15-minute increments, with a two-hour minimum for on-site service calls.
- Requests that give CIT less than one business day of notice before the start of an event will incur a 50% last-minute scheduling charge, and there is no guarantee of service.
- At a minimum, all scheduled hours are charged regardless of actual event duration. Events that run more than 15 minutes past the scheduled end time where the Room Design Support technician is not dismissed and is able to continue supporting the event will incur a 50% overage charge for the time the event runs over.

**Cancellation**

- Cancellations for **standard hour support** with less than one business day notice will incur a 50% cancellation charge with a minimum one-hour charge.
- Cancellations for **after-hours** or **last-minute support** requests with less than one business day notice will incur a 100% cancellation charge.
- No shows will incur a 100% cancellation charge.

## CUSTOMER RESPONSIBILITIES

### Conference Room Design and Support Customer Responsibilities

Customers who request room design or support services agree to the following:

- Fund all CIT services requested.
- Ensure that access to rooms is provided at least one hour prior to an event.
- Provide access to rooms for maintenance in a prompt and timely manner.
- Notify CIT of any room changes within 48 hours.
- Provide access to network and computing resources as necessary.
- Sole ownership and daily operation support responsibility once the new/repair installation is complete.

### Meeting Support

- For normal in-room meeting support, the customer agrees to:
  - Notify CIT at least 48 hours prior to an event.
  - Contact the NIH IT Service Desk and open a ticket for meeting support. The ticket should include:
    - Valid CIT Account Code
    - 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 at least four (4) hours prior to an event.
  - Agrees to fund the emergency support rates (50% overage charge).
  - Contact the NIH IT Service Desk and open a ticket for meeting support. The ticket should include:
    - Valid CIT Account Code
    - IC
    - Room Location
    - Date of Event
    - Time of Event
    - Agenda with AV requirements

### Maintenance

- For Room Maintenance Scheduling, the customer agrees to:
  - Fund the maintenance support rates.
  - Provide access to rooms for maintenance.
  - Contact the NIH IT Service Desk and open a ticket for maintenance support. The ticket should include:
    - Valid CIT Account Code
    - IC
    - Room Location
    - Date and time when the room is available for maintenance

## EVERGREENING

### Evergreening

- Video service environments and requirements inevitably change and the SLD needs to define an ever-greening process to ensure that the support agreement keeps pace with the reality of user requirements
- CIT recognizes that there may be some services available to customers that are not covered by the SLD.
- CIT will solicit suggestions and comments regarding the fulfillment of commitments described in the SLD from customers and ICs participating in the service .