



BRANDEIS UNIVERSITY

MEDIA SERVICES

SERVICE LEVEL AGREEMENT

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1.0 Purpose

This agreement establishes the level of technical support provided by the Media Services division of Brandeis University Information Technology Services (ITS). It identifies the roles and responsibilities of both Media Services and the Brandeis user community with the goal of improving services offered. Both parties understand that this is a general document and that circumstances not anticipated by this agreement may arise.

2.0 Term and Scope of Agreement

ITS Media Services and the Brandeis user community agree to work together with mutual respect and courtesy. This agreement shall be active until 6/30/04, and will be updated and renewed annually. Media Services is not responsible for IT resources not specifically addressed in this agreement.

3.0 Media Services Location and Responsibilities

- ITS Media Services is located on the third level of Goldfarb library in room 15. Users may contact us at extension 6-4637 or by emailing mediaservices@brandeis.edu. Our website is located at: <http://web.brandeis.edu/pages/view/Instructional/MediaServices>.
- The primary goal of Media Services is to serve the academic interests of the University. Non-academic projects are those not intended to be used in, or submitted to, a course listed with the Brandeis registrar, but that nonetheless help further the overall mission of the university. Non-academic projects may be accepted, at the discretion of Media Services, provided that the project does not interfere with academic support or standard services.
- ITS Media Services supports, maintains, and repairs all Brandeis University-owned, classroom-based audio-visual technology, except for classrooms that are designated “Computer Labs.” The Computer Clusters service level agreement can be found here: http://web.brandeis.edu/pub/ITS/ITSPolicies/clustersla11_20_02.pdf
- Media Services maintains (and rents) a stock of audio-visual gear that is intended for academic use and/or for use in classrooms that are not equipped with technology. Media Services also provides videotaping and tape duplication services for faculty intending to use that media in the classroom environment.

3.1 On-Site Support

ITS Media Services will provide on-site support of Brandeis-owned audio-visual technology in on-campus classrooms (except for computers in classrooms designated as “Computer Clusters,” or “Computer Labs,” which fall under the control of Brandeis University ITS Computer Classroom and Lab Support) This support is offered during normal business hours.

Please note that:

- Media Services can only support technology that is owned by Brandeis University.
- Due to the wide array of technology available, Media Services can not guarantee the compatibility of Brandeis classroom technology with technology from other sources. This includes personal laptop computers.
- While Media Services makes every effort to assure the functionality of classroom-based Technology, it is not possible to guarantee 100% reliability. There will be times when the removal and repair of equipment will be necessary. With this in mind, always plan classes, lectures and functions with a “back-up” or alternate plan. Media services will be happy to assist you with planning.

3.2 Video Taping

Videotaping is free of charge for academic use during normal class hours. Current Media Services rates are available online at:

<https://webserver.brandeis.edu/pages/view/Instructional/MediaRates>.

Faculty, staff, and students may request that an on-campus class, event, or function be videotaped based on the availability of a Media Services technician. The format of the videotape is at the discretion of Media Services.

3.3 Tape Duplication

Tape duplication is free of charge for classroom academic use. Current Media Services rates are available online at:

<https://webserver.brandeis.edu/pages/view/Instructional/MediaRates>.

Faculty, staff, and students may request duplication of media for academic use. Requests must conform to Brandeis copyright policy. All duplication is at the discretion of Media Services.

3.4 Purchase Consulting

ITS Media Services will assist faculty, staff and graduate students in choosing the most appropriate audio-visual technology for their needs. Purchases made through the university should conform to Media Services standards whenever possible. For current Media Services standards, please contact the Media Services Coordinator.

4.0 Hours of Support and Availability

ITS Media Services is located in Goldfarb 015 and may be reached at x64637. Walk-ins are welcome but appointments are strongly encouraged.

The Office is open:

Monday - Friday 9:00-5:00

Media Services staff observe all Brandeis staff holidays. Requests for support outside of normal business hours may be made in advance by contacting the Media Services Coordinator.

During semester breaks, hours are subject to change without notice.

5.0 Response Time

Business days are defined as Monday through Friday, 9:00-5:00, excluding Brandeis staff holidays. Response times listed below assume client availability where needed.

It is important to note that in the case of both “normal” and “emergency” service calls, removal and repair of equipment may be necessary.

5.1 Normal Service Calls

Media Services will respond to normal service calls within one business day.

To expedite your request, it is important when leaving a voicemail or email message that, to the best of one’s ability, an accurate description of the problem or request is given. It is also important to provide your contact information in the event that more information is needed.

5.2 Emergency Service

Emergency service is defined as service for technical problems that substantially impact users’ abilities to teach or present using technology. Emergency service is available to patrons using Brandeis-owned facilities and technology. Emergency service calls will be prioritized by Media Services.

Media Services staff will respond to emergency service problems as expeditiously as possible. The goal of Media Services is to resolve (or to facilitate a resolution when other university departments are involved) emergency service problems within 1 business hour of their being reported.

5.3 Exceptions

Due to the volume of calls during the opening two weeks of Spring and Fall Semester, during finals, and in other peak volume weeks, response times may be longer than normal. Media Services staff will inform end users if such an exception is necessary.

6.0 End User and Department Responsibilities

Users can make it easier for Media Services to assist them by doing a few simple things. Department and end user responsibilities include the following:

6.1 Training and Planning

- Users should become familiar with Media Services equipment, be it rental or in a classroom, before it’s intended use. Appointments for training can be made

through the Media Services Coordinator. Training is essential to the effective use of equipment. Training is free of charge.

- It is important, when planning lectures and events, that a “back-up” plan is constructed. Nothing can be considered 100% reliable, technology included. With this in mind, it is essential to have a back-up lecture or event plan that is not dependant on technology. Media Services staff, by appointment, will offer assistance in the construction of a back-up plan if necessary.

6.2 Reporting Problems

Report service problems promptly through proper channels. This normally means calling x64739 (x64632 for emergencies as defined above,) or writing to mediaservices@brandeis.edu. The message should contain the problem’s location, a description of the problem and a way to contact the person reporting the problem in case further information is required.

6.3 Making Requests

When making requests, users must do so in advance. Insufficient notice severely limits the ability of Media Services to properly prepare for and execute quality work.

6.3.1 Audio-Visual Equipment Loans, Rentals and Setups

- Requests for rental audio-visual gear must be made 5 business days in advance.
- Users must review and sign a “loan agreement” prior to receipt of equipment. Media Services loan agreement and policy is available at: <http://web.brandeis.edu/pages/view/ITS/ITSPolicies>
- Returns of Media Services equipment must be made on time as others may be depending on the return of the equipment in question. Effective January 1, 2003, late fees will be applied to all late returns.

6.3.2 Tape Duplication

Requests for tape duplication, regardless of length or format must allow Media Services 10 business days to complete the work.