

LST Classroom Support
[New - LST Classroom Support - Service Level Agreement](#)

LST Support Agreement SLA Tiers

Support SLA Tiers (*where the capability exists)	15 Minute Response Time	Best Effort response time	Diagnosis and repair of existing systems	Proactive Maintenance	Proactive Monitoring*	Remote Support *	Installation Related to Repair	Design Related to Repair
Expanded MOU (Proactive + Reactive-annual fee)	✓		✓	✓	✓	✓	✓	✓
Basic MOU (Reactive only - pay as you go) (**pay as you go)		✓ (**)	✓ (**)				✓ (**)	✓ (**)

LST Support Tiers

Departmental Rooms - To provide support to departmental rooms LST offers Service level Agreement Memorandum of Understanding (MOU) can be established with a department for support of departmental spaces. The following types of agreements are offered by LST:

Expanded :

Proactive Support, plus Monitoring (where the capability exists)

- Proactive room monitoring consists of the following:
 - Cloud monitoring of systems (where the capability exists),
 - Scheduled room visits to ensure room function and update software and firmware
 - Preventive maintenance visits
 - Diagnosis and repair of existing systems.

Reactive Support

- LST Priority Support Response: 15-minute acknowledgment response
- OIT ITSC (Service Center) will respond to service requests and dispatch A/V Support personnel to rooms on the above list within 15 minutes.
- LST will dispatch the appropriate support staff based upon the information provided in the service request.
 - At a minimum, a student technician will be dispatched for problem identification/resolution.
 - If the service request clearly indicates the need for an A/V Specialist or Engineer, the appropriate personnel will be dispatched.
- The costs of these visits and any associated repair **labor** are covered by the annual cost of the MOU.
- Any **parts or equipment** used in the repair of Department systems will be charged at cost + GAIR.
- LST will perform repair work to A/V systems within the rooms identified in this MOU **for equipment costs** up to a per incident limit set by the customer. Any repair estimates with **equipment costs** greater than the customer-set amount will be communicated to an identified Department representative for approval prior to performing the repair.
- LST will advise identified department representatives on the status of the A/V systems in the list of covered rooms. LST will recommend updates and/or enhancements of the technology as needed to keep the spaces up to LST standards or as equipment ages. Identified Department representatives may choose to perform these updates or not

based on available budget. The labor and equipment required to update, refresh, or enhance spaces are not covered by this MOU.

Basic MOU (pay-as-you-go) :

- Support is available to users of the covered spaces by request only. (Request may originate from Computer Labs Administration/software support staff or from the users in the room directly)
- “Best Effort” is the level of priority offered for the Basic MOU.
- LST support hours Monday - Friday:- 7:30am - 7pm
 - Outside of LST regular support hours, incidents are queued and addressed in sequence during the next business day (Monday through Friday).
- Pay-as-you-go: LST will dispatch the appropriate support personnel on a “best effort” priority based upon the information provided to us in the support request.
- At a minimum, a student technician will be dispatched for problem identification/resolution.
- LST will make every effort to address reported issues on the same day as received, but there is no response time guarantee.
- If the service request clearly indicates the need for escalation to an AV Specialist or Engineer, one will be dispatched at the prescribed hourly rate.
- LST will perform repair work to A/V systems within the rooms identified in this MOU **for equipment and labor costs** up to a per incident limit set by the customer. Any repair estimates with **equipment and labor costs** greater than the customer-set amount will be communicated to an identified Department representative for approval prior to performing the repair.
- Equipment required to repair the system will be charged to the customer’s speed type directly, if/when failed parts need replacement or when LST would build new, or upgrade technology in existing spaces at customer’s request. The Basic MOU does not include labor cost to repair or for upgrading or building new rooms, these labor costs will be included in an actual estimate for those projects.
- Any parts used in the repair of AV systems in the specified spaces will be charged at cost + GAIR.
- Customer agrees to pay the minimum dispatch rate of one hour that correlates to the type of staff dispatched per incident.
- Users of the spaces covered by this MOU can request support services through the LST Auxiliary AV service.

Audio Visual Integration and Support Labor Rates (FY20/21):

Student Technician	\$18
Staff AV Specialist	\$70
Project Coordinator	\$80
Project Manager	\$90
Staff AV Engineer	105

- **ITSC support hours - 7:30am - 7pm, Monday - Friday, noon - 6pm, Saturday and Sunday. Hours subject to change for campus holidays.**

Cost of MOU

Cost is determined by number and type of rooms to be included in MOU and calculated based on system complexity and criticality.