

Division: Information Technology Services			
Service Statement Title: Provide Centrally Programmed Space - Educational Technology Equipment			
End Users of Service:		Students and staff, and other authorised users from Monash affiliated organisations	
Service Description:		The provision of, and support for, educational technology equipment in centrally-funded teaching spaces, including tele-teaching.	
KPI:		On a six-monthly basis, ITS will publish statistics including the total number of lectures held, lectures attended by ITS staff, lectures affected by service issues such as equipment failure, and number of complaints.	
Measured by:		Analysis of Syllabus Plus bookings, logbooks in teaching spaces and the HEAT Helpdesk system.	
Activities / Sub services	Service Provider Responsibilities	Faculty Responsibilities	Other Information
<p>This service consists of the provision of educational technology equipment and support in centrally-funded teaching spaces (these spaces are listed at: www.its.monash.edu.au/ltweb).</p>	<p>Undertake regular capacity and technology planning with key stakeholders including Lecture Theatre Advisory Group/s.</p> <p>Specify and provide equipment, and manage its installation and maintenance in centrally funded teaching spaces.</p> <p>Provide effective day-to-day support for educational technology equipment in centrally-funded teaching spaces.</p> <p>Deliver and set up portable educational technology equipment to centrally-funded teaching spaces and meeting rooms, and, on a fee for service basis, to faculty spaces.</p> <p>Provide regular training opportunities for faculty staff in the capabilities and operation of the provided educational technologies.</p> <p>Upon request and following agreement, provide consulting and project management services for installation of educational technology equipment in other areas.</p> <p>Provide equipment and support in centrally funded spaces to enable tele-teaching activities.</p>	<p>Advise the Service Coordinator/s about expected changes in requirements or demand for the service in a timely manner, so that adjustments may be made in the way the service is provided.</p> <p>Encourage users to be proficient in the operation of educational technology equipment, by making use of training provided by the Centre for Learning and Teaching Support (CeLTS) or, on request, by staff from the Teaching Facilities Support Unit (TFSU).</p> <p>Encourage teaching staff to ensure that teaching materials are compatible with the equipment prior to the commencement of the teaching activity.</p> <p>Nominate representatives to the Lecture Theatre Advisory Groups to enable appropriate future planning for educational technology requirements.</p> <p>Encourage teaching staff to book required facilities in advance by contacting the appropriate campus based personnel .</p> <p>Encourage teaching staff to report malfunctioning equipment promptly and as accurately as possible.</p>	<p>Service availability Supported hours are during advertised opening hours, with a minimum availability of 9.00 am - 5.00 pm Monday to Friday on University working days. Exceptions are: 8 am - 6 pm at Clayton, and 9 am - 7:30 pm at Caulfield, Monday - Thursday.</p> <p>Limited on call support is available in accordance with the ITS on call provisions.</p> <p>Necessary outages (e.g. to rectify operational problems) are advised, and extended outages (e.g. major upgrades of a system) are negotiated.</p> <p>First point of contact for customer in event of service problem Appropriate campus-based TFSU staff at each campus (except Parkville), as per www.its.monash.edu.au/tfsu/contacts.html If assistance is required outside standard hours, please contact the ITS Helpdesk.</p> <p>Problem escalation procedures</p> <ol style="list-style-type: none"> 1. Manager, Teaching Facilities Support Unit, Client Services, ITS 2. Manager, Clayton Campus, Client Services, ITS.

Activities / Sub services	Service Provider Responsibilities	Faculty Responsibilities	Other Information
			<p>Services excluded Services to teaching spaces and rooms not included in the list www.its.monash.edu.au/ltweb. However, this service can be provided on a fee for service basis.</p> <p>Booking of teaching spaces. Monash Lectures On Line. Building infrastructure services (e.g. seating, lighting, carpet, access, security).</p> <p>Critical service dependencies external to Monash: Third party support for equipment and services. Telstra and external room and telecommunications providers.</p> <p>References List of centrally funded teaching spaces: www.its.monash.edu.au/ltweb/ For general information: www.its.monash.edu.au/edtech/ Service Coordinators: www.its.monash.edu.au/management/coordination.pdf.</p>