

Digital Signage for Academic & Administrative Buildings SC

Service	Digital Signage for Academic & Administrative Buildings
Service Manager	T. John McCune
Department	ITS Service Center
Contact	W203 Thompson Hall, (716) 673-3407, ITS.ServiceCenter@fredonia.edu
Service Owner	AVP/CIO - Stephen Rieks
Description	The Digital Signage service includes the installation, configuration and maintenance of the digital signage utilized throughout the Academic & Administrative Buildings. The digital signs are programmed to display the university event management system daily calendar, weather and emergency notifications.
Service Users	Faculty, Staff, and Students
User Services	Event Management System Daily Calendar Viewing
Business Services	NA
Technical Services	<ul style="list-style-type: none"> • Procurement & Property Control • Installation, setup, configuration and maintenance • Monthly inventory and testing to ensure digital signs are on appropriate channel by default.
Requirements	Funding is required from the Campus Life office to fund the system player and televisions and mounts to display the digital signage.
Rates / Cost of Use	The cost to support the service is funded by the Campus Life office.
Getting Started	<ul style="list-style-type: none"> • Email - ITS.ServiceCenter@fredonia.edu • Phone – (716) 673-3407 • Ticket Submission – https://fredquest.fredonia.edu • Walk In – W203 Thompson Hall
Availability	<ul style="list-style-type: none"> • Semester Hours <ul style="list-style-type: none"> • Sunday, 12pm – 10am • Monday – Thursday, 7am – 10pm • Friday, 7am – 5pm • Saturday, 12pm- 5pm • Summer/Break Periods <ul style="list-style-type: none"> • Monday – Friday, 8am - 4pm
Getting Help	<ul style="list-style-type: none"> • Email - ITS.ServiceCenter@fredonia.edu • Phone – (716) 673-3407 • Ticket Submission – https://fredquest.fredonia.edu • Walk In – W203 Thompson Hall
SLA Notes	Users with emergency issues can expect a response within 4 hours and should expect a resolution within 48 business hours of entering a ticket.
Business Procedures	NA
Change Procedures	Changes to the service (transition, additions, and discontinuations) must be reviewed by the Director of Technology Support Services, the ITS Service Center Coordinator, TAC and approved by the Service Manager (CIO) and Cabinet.
Assigned Primary Support	Andrea Wasiura
Assigned Secondary Support	NA

RACI Chart	Name:				
	Description: See above				
	Level	Responsible	Accountable	Consulted	Informed
	Primary	Andrea Wasiura	T. John McCune	Campus Life Office	Users
Secondary					
Tertiary					
Date Last Modified	Jun 26, 2019				
Status	Retired				

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