

# Residence Life Multi-media Equipment Reservation & Checkout SC

Service	Residence Life Multi-media Equipment Reservation & Checkout
Service Manager	Ben Hartung, Manager of Residential Technology and Security Systems
Department	
Contact	McGinnies Hall Rm 154 ResNet Office, (716) 673-3668, <a href="mailto:resnet@fredonia.edu">resnet@fredonia.edu</a>
Service Owner	AVP/CIO - Stephen Rieks
Description	The Residence Life Multi-media Equipment Reservation & Checkout services utilizes the ITS Service Center Connect2 system to allow departmental professional staff to reserve and checkout select multi-media equipment.
Service Users	<ul style="list-style-type: none"> <li>Residence Hall Directors</li> <li>Residence Life Administrative Staff</li> </ul>
User Services	<ul style="list-style-type: none"> <li>Available Equipment: portable screens, speakers, and digital projects.</li> <li>Connect2 :</li> </ul> <ol style="list-style-type: none"> <li>Sign onto the Fredonia checkout web page using your eServices username and password.</li> <li>Choose the create booking tab located at the top of the screen, then select what wizard you would like to checkout from.</li> <li>Select the item or items you would like to check out. Hit next.</li> <li>Next, select the time you want to check out these items by filling it out. Hit update. Make sure the time you put in is correct. Hit next.</li> <li>Agree to the terms and conditions of the check out. Hit next again and finally confirm your booking by selecting submit.</li> <li>You can print out your receipt, and you will receive an automated email stating your booking has been created.</li> </ol> <ol style="list-style-type: none"> <li>If you have made a reservation, you will need to pick up your equipment at the reservation time.</li> <li>If you don't know how to reserve equipment please check out our how to reserve equipment video.</li> <li>Be sure to bring your Fred card and show it to the equipment room employee.</li> <li>They will pull up your reservation, get your equipment, and hand you a receipt. You are all set!</li> <li>Be sure to return the equipment at the time specified in the reservation so others may check it out.</li> </ol>
Business Services	Multi-media equipment reservation & check out
Technical Services	<ul style="list-style-type: none"> <li>Procurement &amp; Property Control</li> <li>Installation, setup, configuration and maintenance</li> <li>Weekly inventory and testing</li> </ul>
Requirements	The requirements for using this service included the following: <ul style="list-style-type: none"> <li>eServices account</li> <li>current Residence Life professional staff</li> </ul>
Rates / Cost of Use	The cost of the service covered by the Housing Fees.
Getting Started	<a href="#">FredQuest</a> - ITS Incident Management System
Availability	Hours: Monday - Friday 8:30am - 5:00pm Summer: Monday - Friday 8:00 am - 4:00 pm Emergencies - 24/7 based on the availability of support staff
Getting Help	By email: <a href="mailto:resnet@fredonia.edu">resnet@fredonia.edu</a> By phone: (716) 673-3668 In person: 154 McGinnies (Near the loading dock rear entrance) All requests for assistance are completed using FredQuest: <a href="https://fredquest.fredonia.edu/">https://fredquest.fredonia.edu/</a>
SLA Notes	<ul style="list-style-type: none"> <li>Users with emergency issues can expect a response within 4 hours and should expect a resolution within 48 business hours of entering a ticket.</li> <li>Change or new installation requests can expect a response within 36 hours and the resolution will depend on the scope of the request.</li> </ul>
Business Procedures	google share, fredshare
Change Procedures	Changes to the service (transition, additions, and discontinuations) must be reviewed by TAC and approved by the Service Manager (CIO) and Cabinet. Changes to the configurations, software, hardware or business procedures are reviewed monthly by the campus Security Systems Team.

Assigned Primary Support																					
Assigned Secondary Support																					
RACI Chart	<p>Name: Residence Life Multi-media Equipment Sign-out</p> <p>Description: see above</p> <table border="1"> <thead> <tr> <th>Level</th> <th>Responsible</th> <th>Accountable</th> <th>Consulted</th> <th>Informed</th> </tr> </thead> <tbody> <tr> <td>Primary</td> <td>Mark Mackey</td> <td>Ben Hartung</td> <td>ITS Service Center</td> <td>Residence Life Professional Staff</td> </tr> <tr> <td>Secondary</td> <td>Ben Hartung</td> <td>CIO</td> <td>ITS Service Center</td> <td>Residence Life Professional Staff</td> </tr> <tr> <td>Tertiary</td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>	Level	Responsible	Accountable	Consulted	Informed	Primary	Mark Mackey	Ben Hartung	ITS Service Center	Residence Life Professional Staff	Secondary	Ben Hartung	CIO	ITS Service Center	Residence Life Professional Staff	Tertiary				
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