

Cable Television in Academic & Administrative Buildings SC

Service	Cable Television in 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 ITS Service Center provides support for the coordination of the installation and maintenance of cable television drops in academic and administrative buildings on campus.
Service Users	Faculty & Staff
User Services	Cable Television provides content for live events, digital signage, and other uses for academic and administrative applications.
Business Services	Faculty and Staff in the following buildings: Campus and Community Children's Center, Carnahan-Jackson Center, Dods, Fenner House, Fenton Hall, Houghton Hall, Jewett Hall, LoGrasso Hall, Maytum Hall, Mason Hall, McEwen Hall, Reed Library, Rockefeller Arts Center, Science Center, Services Complex, Steele Hall, Thompson Hall, Williams Center.
Technical Services	ITS Service Center staff utilize the services of DFT Communications for maintenance and installation of the cable television distribution infrastructure. The backbone is a hybrid of coaxial and fiber based distribution that relies upon the FSA headend for the source of programming.
Requirements	Users of the service must have a television or tuner that is capable of processing digital clear QAM signals.
Rates / Cost of Use	The cost for installation of a connection and for the on-going maintenance, including the distribution, will be that of the departments that utilize the service. Prior to any work being done, quotes will be obtained and supplied to the department for approval. After approval is provided, the ITS Service Center will assist with the coordination of the work.
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"> • Monday – Friday, 8:30am – 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	<p>Users with connection issues can expect a response within 4 business hours.</p> <p>What is not included:</p> <ul style="list-style-type: none"> • The service is not included in building that utilize off campus cable television providers such as the Lanford House, the Foundation House, and the Technology Incubator • The service includes channel lineups that are established by FSA and are subject to change • Initial connection cost and ongoing costs are the responsibility of the academic and administrative departments that utilize the service
Business Procedures	NA
Change Procedures	Changes to the service (transition, additions, and discontinuations) must be reviewed by TAC and approved by the Service Manager (CIO) and Cabinet.
Assigned Primary Support	Greg Snow

Assigned Secondary Support	Doug Johnson																				
RACI Chart	<p>Name: Cable Television in Academic and Administrative Buildings</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>Greg Snow</td> <td>T. John McCune</td> <td>ITS Service Center</td> <td>Users</td> </tr> <tr> <td>Secondary</td> <td>Doug Johnson</td> <td>T. John McCune</td> <td>ITS Service Center</td> <td>Users</td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>	Level	Responsible	Accountable	Consulted	Informed	Primary	Greg Snow	T. John McCune	ITS Service Center	Users	Secondary	Doug Johnson	T. John McCune	ITS Service Center	Users					
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