

# PEG Access Cable Television Programming SC

Service	PEG Access Cable Television Programming
Service Manager	T. John McCune
Department	ITS Service Center
Contact	W203 Thompson Hall, (716) 673-3407, <a href="mailto:ITS.ServiceCenter@fredonia.edu">ITS.ServiceCenter@fredonia.edu</a>
Service Owner	AVP/CIO - Stephen Rieks
Description	From Thompson Hall's headend, SUNY Fredonia has access to send television programming to Dunkirk Time Warner channel 19, and Fredonia Time Warner channels 5 and 17. A variety of programming sources are available including community crawl bulletin board/character generator, Dunkirk Public Access, Fredonia Public Access, WNED/WBFO Thinkbright, and WNYF-TV.
Service Users	Dunkirk Public Access Coordinator, Fredonia Public Access Coordinator, and WNYF-TV Programming Director.
User Services	Programming is sent to the Dunkirk and Fredonia communities, including comedy shows, a community bulletin board of events, concerts, high school graduation ceremonies, live sporting events news shows, SUNY Fredonia Commencement, and talk shows.
Business Services	Access to Public, Educational, and Governmental (PEG) television channels are provided by Time Warner Cable, as included in cable television franchise agreements with the Dunkirk and Fredonia communities. Access to the channels are facilitated through working with the Dunkirk and Fredonia Public Access Coordinators.
Technical Services	A fiber based network with transmitters and receivers is utilized for transporting video feeds across the SUNY Fredonia campus and to and from Time Warner Cable headends. The Thompson Hall headend utilizes a 16x16 router through a network interface for the scheduling of programming, with demodulators utilized to receive feeds from other public access entities throughout Chautauqua county. An antenna based system on top of Thompson hall receives the feed for supplying Thinkbright, the default source on Fredonia channel 17 and Dunkirk channel 19.
Requirements	Users of the service include the Dunkirk Public Access Coordinator, Fredonia Public Access Coordinator, and WNYF-TV Programming Director. Content must be in alignment with standards established by the Dunkirk and Fredonia Cable Television Advisory Boards (CTABs), and the scheduling of content is subject to approval by public access coordinators and CTABs.
Rates / Cost of Use	There are no rates for use of this service.
Getting Started	<ul style="list-style-type: none"> <li>• Email - <a href="mailto:ITS.ServiceCenter@fredonia.edu">ITS.ServiceCenter@fredonia.edu</a></li> <li>• Phone – (716) 673-3407</li> <li>• Ticket Submission – <a href="https://fredquest.fredonia.edu">https://fredquest.fredonia.edu</a></li> <li>• Community Bulletin Board Content Submission - <a href="mailto:Bulletin.Board@fredonia.edu">Bulletin.Board@fredonia.edu</a></li> <li>• Fax - (716) 673-3405</li> <li>• Walk In – W203 Thompson Hall</li> </ul>
Availability	<ul style="list-style-type: none"> <li>• Semester Hours <ul style="list-style-type: none"> <li>• Monday – Thursday, 7am – 10pm</li> <li>• Friday, 7am – 5pm</li> </ul> </li> <li>• Summer/Break Periods <ul style="list-style-type: none"> <li>• Monday – Friday, 8am - 4pm</li> </ul> </li> </ul>
Getting Help	<ul style="list-style-type: none"> <li>• Email - <a href="mailto:ITS.ServiceCenter@fredonia.edu">ITS.ServiceCenter@fredonia.edu</a></li> <li>• Phone – (716) 673-3407</li> <li>• Ticket Submission – <a href="https://fredquest.fredonia.edu">https://fredquest.fredonia.edu</a></li> <li>• Community Bulletin Board Content Submission - <a href="mailto:Bulletin.Board@fredonia.edu">Bulletin.Board@fredonia.edu</a></li> <li>• Fax - (716) 673-3405</li> <li>• Walk In – W203 Thompson Hall</li> </ul>

SLA Notes	<p>Requests for programming must be received at least 1 week in advance. Content and programming is subject to approval by the public access coordinators and CTABs.</p> <p>What is not included:</p> <ul style="list-style-type: none"> <li>• ITS does not have the capability for tape or video playback.</li> <li>• ITS does not update content to the community bulletin board. The responsibility to do so is that of a community volunteer.</li> </ul>																				
Business Procedures	NA																				
Change Procedures	Changes to the service (transition, additions, and discontinuations) must be reviewed by Director of Technology Support Services, Dunkirk Public Access Coordinator, Fredonia Public Access Coordinator, Student Association General Manager, WNYF-TV General Manager, WNYF-TV Programming Director, WNYF-TV Advisor, and the AVPIT/CIO.																				
Assigned Primary Support	Andrea Wasiura																				
Assigned Secondary Support	T. John McCune																				
RACI Chart	<p>Name: PEG Access Cable Television Programming</p> <p>Description: See above</p> <table border="1" data-bbox="228 1024 867 1178"> <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>Andrea Wasiura</td> <td>T. John McCune</td> <td>ITS Service Center</td> <td>Users</td> </tr> <tr> <td>Secondary</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Tertiary</td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>	Level	Responsible	Accountable	Consulted	Informed	Primary	Andrea Wasiura	T. John McCune	ITS Service Center	Users	Secondary					Tertiary				
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