



## SMART CLASSROOMS SUPPORT STANDARD OPERATING PROCEDURE

|  |           |               |                         |
|--|-----------|---------------|-------------------------|
| <b>DEPARTMENT:</b>   | Campus IT | <b>TITLE:</b> | Smart Classroom Support |
| <b>PURPOSE:</b>  |           |               |                         |
| The purpose of this document is to outline procedures designed to assist in the maintenance and support of Laney College Smart classrooms. These guidelines allow a coordinated response from the Laney IT Team, and from others involved in the reporting and in the follow up on the smart classroom issues.   |           |               |                         |
| <b>SCOPE:</b>  |           |               |                         |
| These procedures apply to all 25 smart classrooms:(21) level 1,( 2) level 2 and (2) level 3  |           |               |                         |
| <b>LOCATION:</b>   |           |               |                         |
| <b>TECHNOLOGY CENTER: SMART CLASSROOM DISPATCH CENTER</b>  |           |               |                         |
| The Technology Center, located in the lower F building (F-170), will serve as a temporary central location for the IT team to coordinate responses to Smart Classroom issues. Since the hours of operation span a majority of the school day from 8:00am – 9:00pm, the Technology Center is able to provide one stable and centralized location to coordinate responses and dispatch the IT staff to respond to the Smart Classroom technical issues in the morning, afternoon, and evening. |           |               |                         |
| <b>ROLES AND RESPONSABILITIES:</b> MANAGER, AV SERVICES ASSISTANT, IT SUPPORT TEAM   |           |               |                         |
| <b>MANAGERS:</b>   |           |               |                         |
| Managers will provide support and oversee the operations. They will be responsible for identifying funds to support these operations (if needed), provide access and review guidelines. They must identify the current geographical IT team workspace and assign smart classroom accordingly. These assignments can be changed based on the level of support, demands, or needs. The assignment plan must include a redundancy plan.   |           |               |                         |
| <b>AV SERVICES ASSISTANT</b>   |           |               |                         |
| AV Services Assistant is responsible for:  |           |               |                         |
| <ol style="list-style-type: none"> <li>1. Providing support to all AV issue and coordinate the training of the users.</li> <li>2. Handling room set-up (AV Rack, Smart pen, microphones) for outside facilities rental.</li> <li>3. Maintaining, repairing and adjusting equipment, such as microphones, video recorders, projector lamps, sound mixing equipment and amplifiers. Coordinating and providing technical support for teleconferences and webinars.</li> </ol>                  |           |               |                         |



## **CAMPUS NETWORK COORIDINATORS**

Campus Network Coordinators are responsible for:

1. All outside service calls (vendors)
2. Following up on the smart classroom Equipment Warranty issue.
3. Providing Hardware replacement from the Smart Class room equipment surplus.
4. Monitoring any network issues (Wan, Wireless AP's and security gateway, video conference).
5. Coordinating and supporting the IT team when assistance for the rooms is requested.
6. Covering evening smart class room requests.

## **Department Network coordinators, Computer network Technicians and IT Team members**

The IT team listed above is responsible for their assigned area. Each will:

1. Provide support to smart classroom emergency call and service request
2. Maintain the smart classroom computers on their assigned area
3. Provide computer support and maintenance; use various utilities to trouble-shoot, repair, and check system configuration.
4. Evaluate the needs for new and revised systems; identify possible improvements in computer systems; make recommendations for replacement of new computer systems hardware and software upgrades.

## **PROCESS**

This process will provide a reliable and speedy response to better support smart classroom instruction for the Laney College campus. The roll out of this new process will allow smart classroom users to request computer, peripherals repair and replacement. The process outlined here will help to ensure that all parties involved understand their area of responsibilities and how to handle issue related to the smart classroom. Below are the users' and IT team's instructions for the emergency assistance process and for completing the Trouble Ticket form.

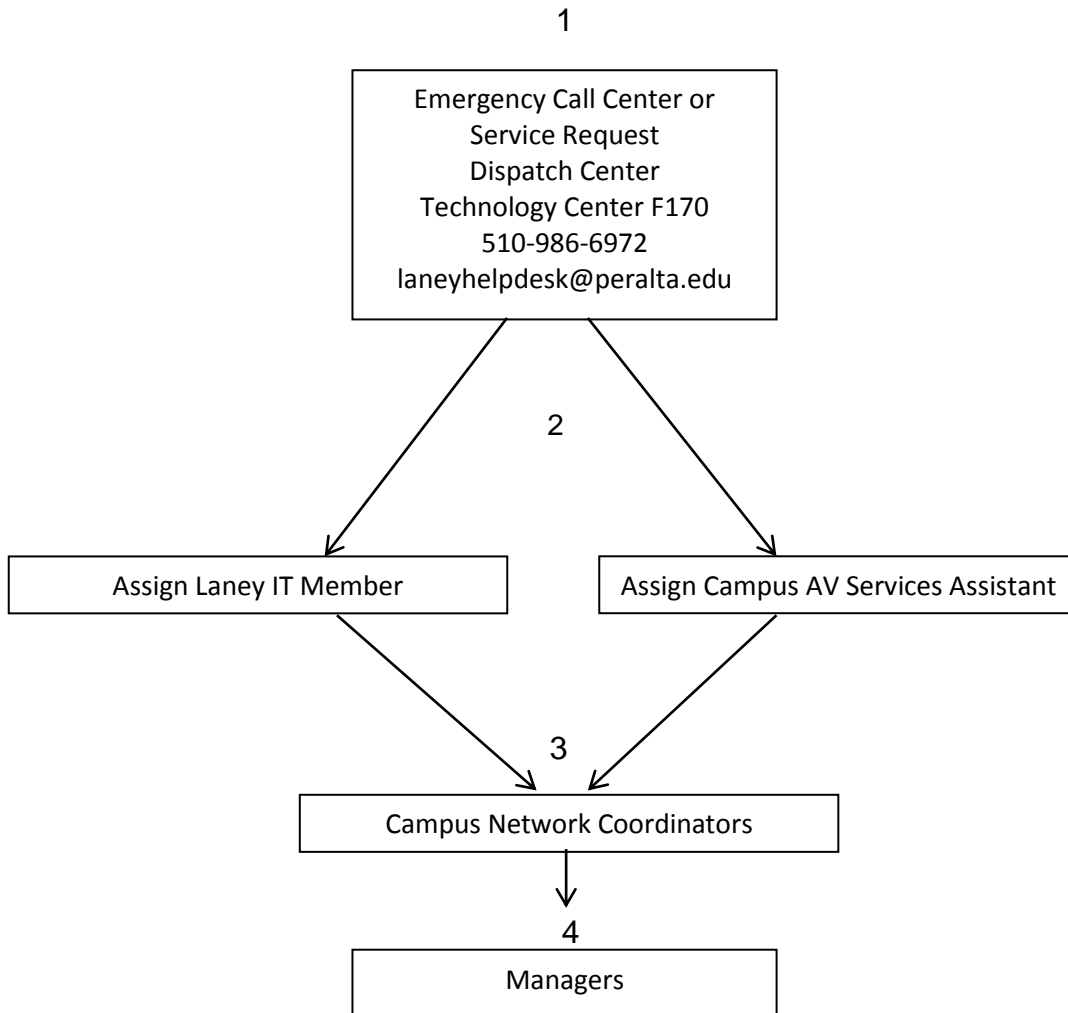
### **SMART CLASSROOM USERS :**

1. Users will call 510-986-6972 (Technology Center) in case of an emergency, e.g., equipment is not turning on or education deliverance is being impacted, an IT staff will be dispatched.
2. To report issues or difficulties during usage of the equipment, please fill out the Trouble Ticket form as accurately as possible. For faster service, users complete a detailed description of the problem.
3. Trouble Ticket forms can be submitted in person at the Technology Center (F170) or by email attachment to [laneyhelpdesk@peralta.edu](mailto:laneyhelpdesk@peralta.edu)
4. Each submission will be processed and dispatched to the assigned IT or the AV Services Assistant according to its **urgency**. **Urgency** will be based on how the issue 'impacts instruction' and should be explained that way in the 'description' section of the Trouble Ticket.



**IT TEAM INSTRUCTIONS**

1. User call the Technology Center for emergency support: A phone support is initiated.
2. If the issue is **NOT** solved, the Technology Center staff will contact the IT staff assigned to that area or contact the AV Services Assistant for any AV related issue
3. If the issue is hardware related, the assigned IT staff or the AV Services Assistant will contact the Campus Network Coordinator to schedule a vendor visit to repair or replace the failed equipment.
4. If there is any issue with warranty or funds are needed to purchase or repair equipment, the Manager will be contacted for assistance.



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