

01/07/2015

# Audio Visual Maintenance SLA

ICT Service Specification by:



**ONE IT**  
SERVICES & SOLUTIONS



## **Audio Visual Service & Maintenance - Overview**

One IT Services and Solutions offer a one stop shop ICT support service, we listen to school requirements and adapt and change where necessary. The aim of this service is to provide projector maintenance for schools in order to ensure reliability, reduce or eliminate potential downtime and extend the working life of your equipment.

Initial faults on your equipment are covered by a manufactures 12-month return-to-base warranty. This does not cover the cost of retrieving or transporting the equipment which can be very costly and inconvenient, and does not provide for temporary loan equipment whilst yours is away for repair. By taking out a Service & Maintenance contract with One IT Services and Solutions it takes that extra cost and inconvenience away from you and lets the school concentrate on teaching and learning.

One IT Services and Solutions have been working with Schools and Academies Audio Visual and Interactive solutions for over 10 years throughout Teesside and the North East area. Through consultation with various organisations including Schools, Academies and manufacturers we have used our expertise and knowledge to create an annual audio visual maintenance contract suitable for you.

Listed overleaf are the items of support we have identified and feel are essential to ensure a good working AV system.

<b>CONTACT OFFICER</b>	<b>Bill Thain</b>
<b>TELEPHONE</b>	<b>01642 635570</b>
<b>EMAIL</b>	<a href="mailto:bill.thain@oneitss.org.uk">bill.thain@oneitss.org.uk</a>

### **COMMENCEMENT AND DURATION**

This service level agreement will commence on 1<sup>st</sup> April 2016. The service level agreement will remain in force until either party gives 3 month's notice to terminate this contract. Once the SLA is signed the following steps will be initiated.

#### **Initial Site Survey**

The initial site survey will be carried out by our AV technician. The object of the survey will be to document the AV system locations, the type of equipment at each location, serial numbers of the equipment and to compile the sites AV maintenance manual.

The manual will contain all relevant information for our AV Maintenance Technician each time they visit site. The manual is to be held by the school and will be updated upon each visit by an engineer.

#### **Maintenance Visits**

Three visits will be made to site each year. The technician will carry out the works listed below on each AV system and will document accordingly within the site maintenance manual.

The technician will also keep a site log which will be returned to our offices, where the information will be stored electronically for use of maintenance and fault call issues. Upon completion of each visit, the client site representative will be informed of the work undertaken and the date of the next maintenance visit.

All One IT Services and Solutions staff hold a valid disclosure certificate

## **Service Overview**

- All work is to be carried out during "normal school hours"
- Hours of cover: 9am — 5pm, Monday - Friday
- Email and telephone help desk assistance providing remote diagnosis and support
- Management of faulty Audio, Visual and Interactive equipment
- Priority Call-Out on site the next working day (if required).
- 1hr response during OFSTED visits.
- Prompt response from our professional engineers and customer support team
- Three proactive service visits to site, one per term (every 4 months).
- Hardware loan replacements

## **Maintenance Activities**

- The cleaning of all projector filters and re-setting of the filter timers
- Re-alignment of the projector
- Re-focusing and key storing of the projector image
- Check and re-tighten all fixings and mounting brackets
- Re-calibrate and cleaning of the interactive white board or touch screen
- Document the projector lamp hours (where possible)
- Document the condition of the projector
- Document the condition of the image
- Check the integrity of the audio visual cabling
- Test audio systems for any defects and document any issues

\* See **Appendix 1** for detailed maintenance procedure

## Equipment Overview

One IT Services and Solutions – Equipment Schedule		
Product Description & Model	Room No / Name	QTY
Classroom Projector's		
Classroom Whiteboards		

<b>Total Number of Units</b>
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## Example Costs

One IT Services and Solutions – Costs			
Service & Maintenance Contract	Qty	Term Cost	Annual Cost
Yearly Service and Maintenance Contract in Line with Equipment Schedule – 3 Visits per year	10	Example: £200.00	Example: £600.00

The above costs are based on the existing equipment identified during the initial site survey. The cost of maintenance for each projector is **£20 per term** ( £60 per year ). If additional equipment requires adding in the future this can be done at these rates. Any remedial work or equipment replacement will be quoted as an additional cost prior to the work being carried out.

### \*Note

Where Projectors are installed at such a height that they are not accessible by conventional ladders then a separate quote/cost will be provided to the school for the use of scaffolding as this varies depending on location and environment.

Signed ..... Date .....  
Headteacher / Principal (for and on behalf of the School)

Signed..... Date .....  
Authorised Officer (for and on behalf of the Service Provider)

# Maintenance Procedures

## Detailed Maintenance Procedure

The following procedures are to be carried out on each AV system:-

### **The Cleaning of projector filter**

Each projector filter is to be removed if possible and cleaned. Any filters that cannot be removed are to be cleaned with compressed air and the use of the vacuum cleaner. The filter slots are to be cleaned of any dust before replacing the projector filters. This will ensure that the correct air circulation and prevent the lamp from overheating.

### **Re-alignment of the projector**

The projector image is to be re-aligned to suit the interactive white board the image is being projected on to, allowing the best possible image for presentation.

### **Re-focusing and key stoning of the projector image**

The projected image is to be re-focused and the key stone of the image shall be corrected as necessary. Again ensuring the best possible image for presentation.

### **Check and re-tighten all fixings and mounting brackets**

Over time the projector mounting brackets and fixing may come loose. All bolts on the mounting bracket are to be check and tightened, this includes the security bolts if applicable. The bracket fixings are also to be tightened if needed. This will ensure the stability of the bracket and projector and will prevent the image from dropping.

### **Re-calibrate the Interactive Whiteboard**

Through re-aligning, re-focusing and key stoning the projector ensures that the clarity of the image is of a satisfactory standard. The Interactive Whiteboard is to be re-calibrated ensuring full interactivity.

### **Cleaning the Interactive white board**

The Interactive Whiteboard is to be wiped down with the provided Whiteboard cleaner and soft cloth.

### **Re-calibrate the interactive touch screen**

The Interactive Touch Screen is to be re-calibrated ensuring full interactivity. Cleaning the Interactive Touch Screen. The Touch Screen devices are to be cleaned with manufacturer approved products.

### **Document the projector lamp hours**

The projector lamp hours are to be checked and documented. This will provide the school with an indication of when the lamp is to be nearing its end of life.

### **Document the condition of the projector**

The general condition of the projector is to be documented allowing the monitoring/recording of any warranty issues.

### **Document the condition of the image**

Over time the projected image may start to deteriorate due to the lamp or the integrity of the cabling. By documenting the image quality the School and One IT can monitor the degradation of the image and advice of any remedial works.

### **Check the integrity of the audio visual cabling**

The integrity of the cabling shall be checked. This will ensure that all connections are secure and will identify any current or future image or control problems.

### **Test audio systems for any defects and document any issues**

The audio system is to be tested to ensure full working order. Any defects are to be documented and reported to the school.

### **Complete Room Schedule-Maintenance Document**

Each section of the room schedule must be completed for each AV system.

### **Uncompleted Work**

Any item not carried out must be recorded on the appropriate room schedule maintenance document and the reason why. This must be initialed by the class teacher or site contact.

### **Additional Systems**

Any additional systems installed after the first visit can be appended on the maintenance contract at the standard price of £20 per term.

### **Sign Off**

Upon completion of each AV Maintenance visit, the site contact or appointed representative must sign off the works carried out.

### **Next Visit**

As part of the post maintenance review meeting One IT Services and Solutions will discuss and agree the next visit date. At this time the remaining 2nd and 3rd visit dates will be of tentative nature with exact dates being agreed closer to the time.

If for any reason, there any problems with the dates agreed please contact the One IT Services and Solutions office; Tel 01642 635570 or email: [helpdesk@oneitss.org.uk](mailto:helpdesk@oneitss.org.uk) and a member of the Support Team will contact the school.

**Explanations**

All Maintenance Services shall be carried out during school opening hours. On the date of each maintenance visit, the required room(s) must be made available in order to carry out the maintenance works. If the room(s) cannot be accessed during this date(s), the maintenance for the room(s) will not be completed and will be rescheduled for the next maintenance visit

Any Maintenance Services requested by the customer to be arranged outside of normal business working hours can be provided but may be subject to an additional cost.

The Maintenance Services do not include the maintenance of items considered by One IT Services and Solutions to be consumable including but not limited to:-

- Equipment Cases
- Glass Items (Lamps)
- Interconnection Leads
- Cathode Ray Tubes
- Video Projection Tubes
- Interactive Pens & Erasers
- Pen Trays
- Batteries
- Pole Kits
- Equipment Firmware

The Maintenance Service does not include the maintenance or repair of any equipment which has been damaged as a result of negligence or mistreatment or cleaned or repaired in an appropriate manner against the advice or recommendations of One IT Services and Solutions or equipment manufacturers.

**School/Academy Name:** .....

**Address:** .....  
.....  
.....  
.....

**Contact Officer:** .....

**Designation:** .....

**Telephone/Fax:** .....

**TO GET SUPPORT**

**Phone the helpdesk on:** 01642 635570  
**Email:** [helpdesk@oneitss.org.uk](mailto:helpdesk@oneitss.org.uk)  
**Log at call at:** <https://helpdesk.oneitss.org.uk>