Date: October 13, 2015

Technical Support for School of Pharmacy Classrooms

Rooms Covered by the guidance document

- Pharmacy 2020
- Pharmacy 3005
- Pharmacy 3020
- Malott 5052
- Pharmacy 3002
- Malott 4068
- Pharmacy 3004
- KU Med Center Wescoe 4068

IT Technical Support Providers:

<table>
<thead>
<tr>
<th>Audio/Visual/Vide conferencing/Classroom Technology</th>
<th>Desktop Support/Network/IT issues</th>
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</thead>
<tbody>
<tr>
<td>RxIT – 785-864-7948</td>
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<tr>
<td>Darren Zarter – 785-864-6135</td>
<td>Quinn Tulley – 785-864-4126</td>
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<tr>
<td>Brad Sager – 785-864-6451</td>
<td>Bill Orth – 785-864-4849</td>
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<td>Quinn Tulley – 785-864-4126</td>
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<td>Altaf Uddin – 785-864-6320</td>
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Purpose:
The intent of this document is to clarify the needs, responsibilities and procedures for technical support in the classrooms used to teach professional and graduate courses in The School of Pharmacy.

Level of Support Needed:
The classrooms listed above are used extensively for pharmacy courses. It is necessary to ensure that the audio, video and recording equipment in the rooms remain functional and positioned to operate for all class periods. IT support is needed throughout the day on an ad hoc basis and response time is critical. It is the intent of the school that a presenter (or a Dean’s Office representative on behalf of a presenter) can communicate with an IT technician, in person or by phone, within 5 minutes of calling between the hours of 8:00 AM to 5:00 PM.

Responsibility for Support:
The technicians listed above are responsible for the support of the rooms. This support is coordinated by the first IT support provider listed and they should be contacted in the order listed.
**Procedure:**
In the case of a problem with A/V/recording equipment, a presenter or Dean’s Office representative should call the RxIT general number first. However, if the need is dire and RxIT goes to a voicemail, proceed calling down the list of IT representatives. The IT support provider should respond directly to the caller (or call the Dean’s Office if unable to reach the caller). If the issue is not resolved immediately, the IT support technician should offer an alternate solution and establish and communicate a timeline for repair to the presenter. All repairs and system updates should be documented by email to the Technology Coordinator.