

Date: October 13, 2015

Technical Support for School of Pharmacy Classrooms

Rooms Covered by the guidance document

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

IT Technical Support Providers:

Audio Visual/Videoconferencing/Classroom Technology	Desktop Support/Network/IT issues
RxIT – 785-864-7948	RxIT – 785-864-7948
Darren Zarter – 785-864-6135	Quinn Tulley – 785-864-4126
Brad Sager – 785-864-6451	Bill Orth – 785-864-4849
Quinn Tulley – 785-864-4126	Brad Sager – 785-864-6451
Bill Orth – 785-864-4849	Darren Zarter – 785-864-6135
Altaf Uddin – 785-864-6320	Altaf Uddin – 785-864-6320

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.