

LETS Event Coverage – Service Level Agreement 2023

This document outlines the Service Level Agreement between Learning Environment Technology Services (LETS) and customers who wish to book our services for events that fall outside of standard teaching. This may include conferences, talks, or any other type of event where Audio-Visual equipment is needed.

Booking Process

- 1.1 Bookings can be made by contacting avs@essex.ac.uk. This will create a ticket for the event. All correspondence for the event should be through this ticket. Additional participants can be added to the ticket if required, please request this within the ticket, or CC them in the initial email.
- 1.2 When booking, please include all details of your event:
 - The Date(s) the event is taking place
 - The nature of the event
 - Start and End Times
 - Details of the rooms being used
 - What equipment is required
 - What technical support is required
- 1.3 Bookings should be made at least 1 month in advance.
- 1.4 In the event of less than 1 Months' notice of the date and draft requirements, LETS will not guarantee to support the event, except in exceptional circumstances where the nature of the event has meant advance booking is not possible. For this, signoff from a senior (director) level will be required.
- 1.5 Updates on requirements should be made no later than 1 week prior to the event taking place. If these changes would mean a significant change to staffing or equipment LETS reserve the right to refuse this request if it would not be possible to accommodate within the timeframe.
- 1.6 If LETS staff and equipment resources cannot accommodate the request, we reserve the right to contract this work to a third party, which may incur additional costs. We would make you aware of this prior to confirming the booking.
- 1.7 Upon receipt of the booking, LETS will confirm the requirements and issue a quotation for the event via the ticket. Once the quote is received, acceptance can be confirmed either by provision of a Purchase Order or Charge Code, in reply to the ticket. A booking is not considered confirmed until either a Purchase Order or Charge Code is received.
- 1.8 Once the event has taken place, LETS will pass the PO / Charge Code to DITS purchasing for processing. Any additional charges will be notified prior to this taking place. Charges should be passed to purchasing no later than 1 week after the end of the event.
- 1.9 Adequate time must be booked in the space with the Timetable and Room Booking Team for the event, and to allow for event setup / pack down to take place. Ordinarily, this would be for a minimum period of 1 hour before and after the event, with no other events taking place between this time and the next teaching event. If this is not possible, please contact us to discuss. We reserve the right to deny bookings where adequate time has not been allowed for setup, or the space has not been booked. This would be chargeable as per the charges outlined below.
- 1.10 All communication about the event prior to the event taking place should take place via the LETS Ticket on Jira Service Desk. If responding via email, please include the Ticket Number in the subject.
- 1.11 Mobile phone contacts will not normally be provided for LETS Staff. For any contact during the event, please either use the helpdesk / another direct line, Zoom or Teams as directed by the technician.

Services

- 2.1 The services supported by LETS are outlined below:
- 2.2 **On Call Technicians** – Technicians are on call during working hours, Monday-Friday, 08:45-17:15 to respond to faults with audio-visual equipment in teaching rooms. We aim to respond to all fault calls within 10 minutes. The AVS Helpdesk can be reached by phoning 01206 87(3220), pressing the “AVS Helpdesk” button on the lectern phone, or by attending the AVS office in the LTB. There is no charge for this service though priority will be given to teaching events.
- 2.3 **Room Check / Event Setup** – A Technician will attend prior to the event to check equipment is functioning correctly & set up any required equipment. They will not be present throughout the event, though within working hours they will be available as per “On Call Technicians” above. For event setups outside working hours, this service is chargeable as per the fees outlined below. Where appropriate, LETS may offer telephone or remote support in lieu of attending the room.
- 2.4 **Dedicated assistance for events** – A technician will attend prior to the event to set up / test all AV equipment, ensure clients can connect their own equipment, and fix any issues that may occur. They will remain during the event, either in the room or a short distance away as agreed with the event organiser. This service is chargeable as per the fees outlined below. This service may be provided by an external contractor at the discretion of LETS.
- 2.5 **Client Meetings** – A technician can attend a meeting / site visit to advise on AV setup and usage. This would need to occur within working hours. There is no charge for this service. If the meeting is to take place within a room, the room must be booked by the event organiser. We are unable to contact / meet clients directly, an event organiser must be present.
- 2.6 **Room Reconfiguration** – A technician will attend to reconfigure the room as required (adjust projectors / microphones, remove lecterns). Currently this is available for the Ivor Crewe Lecture Hall only and is chargeable as per the fees outlined below.

Charges

- 3.1 For events where the event or setup fall outside of standard working hours, or where dedicated assistance is required, charges will apply.
- 3.2 Bookings that are deemed to be University Core Activity will be fully supported by LETS without any charges being passed to the event organiser. A Core Activity is defined as any event listed as such within the CER Calendar or as otherwise defined by university Senior Management. Examples would be Graduation and Open Days.
- 3.2a Where Core Events occur outside of working hours or require external equipment / technicians, these charges may need to be passed on to the event in question.
- 3.2b Core Events have precedence, alongside teaching, before other bookings may be made or managed, and support our purpose, value and vision of excellence in research and education. These events include Graduation, Examinations, departmental meetings and events, student recruitment activity, such as Open Days, and meetings of Court, Council and Senate and their Committees.
- 3.2c Any other events that are deemed to be core activity will be by agreement the with Assistant Director IT Services (Client Services) booking and a list of core activity events for the year will be sent through to the above role, as and when it is received from CER.
- 3.3 Dedicated Assistance from a technician can be booked. This will ensure a technician is available to assist with any issues you have with the AV for your event. This would either be a member of LETS staff, or an external contractor, at LETS’s discretion. Dedicated assistance is charged at the rates below.
- 3.4 For the Ivor Crewe Lecture Hall only, it is possible to remove the teaching lecterns. This is charged at a flat rate per lectern during working hours. Outside of working hours, dedicated technician rates also apply.
- 3.5 If the Ivor Crewe is reconfigured for use as a single hall, and AV is required, a technician must attend to realign the projectors / link the rooms. For this, standard dedicated assistance rates apply.
- 3.6 Charges are billed in full hour periods. It is not possible to split the hour (for example an event lasting 4 hours 30 minutes would be billed as 5 hours.)
- 3.7 All event charges will be confirmed prior to the booking being made.

3.8 Summary of Staffing Charges:

Dedicated Assistance Inside Working Hours (Mon-Fri, 0900-1700)	£54 p/h first 4 hours, £27p/h for subsequent hours. Minimum call time 1 hour.
Dedicated Assistance outside Working Hours	£216 flat rate first 4 hours, £27p/h for subsequent hours. Minimum call time 4 hours.
Lectern Removal (ICLH)	£100 per lectern. Outside working hours, Dedicated Assistance rates also apply.
AV reconfiguration for Wall Removal (ICLH)	Dedicated Assistance rates apply.

Standard Equipment

4.1 The majority of rooms at the University of Essex conform to one of the following types. A full list of rooms and their types is available from AVS.

A copy of this list is available on request by emailing avs@essex.ac.uk

4.2 Small Teaching Rooms

- “Smart Shelf” AV Console
 - Built-In PC
 - Inputs for Laptop (HDMI, VGA, Analogue Audio, Network)
 - Touch Screen Monitor
- Projector or large format display
- Loudspeakers
- Microphone and camera system for use with Zoom (Lecturer-facing)
 - Note: there is no Zoom equipment in rooms numbered 2.4xx or 3.4xx

4.3 Mid-Size Teaching Rooms

- AV Console
 - Built in PC
 - Inputs for Laptop (HDMI, VGA, Analogue Audio, Network)
 - Blu-Ray Player
 - Visualiser (Document Camera)
 - Touch Screen Monitor
- Projector or Large Format display
- Loudspeakers
- Microphone and camera system for use with Zoom (Lecturer-facing)

4.4 Large Teaching Rooms

- AV Console
 - Built in PC
 - Inputs for Laptop (HDMI, VGA, Analogue Audio, Network)
 - Blu-Ray Player
 - Visualiser (Document Camera) x2
 - Touch Screen Monitor
- Projector or Large Format displays
- Loudspeakers
- Microphones for voice amplification (see room list below)
- Microphone and camera system for use with Zoom (Lecturer-facing)

4.5 Zoom Meeting Rooms

- Zoom-enabled display (Zoom Rooms)
- Microphone and speaker system
- It is possible to connect laptops, mobiles or other devices to the Zoom display by using the Zoom “Share Screen” function

Microphones

- 5.1** We have wireless microphones available in a number of larger teaching spaces. These are pre configured for use in the rooms so would not normally require dedicated assistance. Please ensure that microphones are placed back on their charging docks after use so they are available for the next customer.
- 5.2** Our standard microphone provision (1x Wearable mic, 1x Handheld mic) is available in the following rooms:
- EBS.2.2
 - STEM.3.1
 - STEM.4.1
 - STEM.4.2A – 1x Wearable Mic Only
 - STEM.4.2B – 1x Wearable Mic Only
 - LTB02
 - LTB04
 - LTB06
 - LTB07
 - LTB08 – 1x Wearable Mic Only
 - IC Hall A
 - IC Hall B
 - 5N.151
 - The Hex
- 5.3** If the walls in the Ivor Crewe are open and both spaces are booked, it is possible to use the mics from both rooms simultaneously (Total of 2x Handheld, 2x Wearable Mics. This requires prior booking with AVS and 1 hour slot to be booked via CTO in the space to be booked before and after the event to configure the mics. The setup time is chargeable as per the fees outlined in “Dedicated Assistance” below.
- 5.4** If you wish to use more than the above number of mics in the room, the equipment will need to be booked through an external hire company. The cost for this would be passed on to the booking party and must be booked at least 1 month in advance.

Lectern Removal / Dividing Walls (Ivor Crewe Lecture Hall)

- 6.1** It is possible to book lectern removal for the Ivor Crewe Lecture Hall only. It is not possible to remove lecterns in other spaces. This must be booked 1 month in advance is chargeable as follows:
- Inside working hours (Monday-Friday, 0900-1700) - £100 per lectern. No Dedicated Assistance booking is required.
 - Outside working hours - £100 per lectern + standard technician charge for out of hours support for removal + replacement. (See charges in “Dedicated Assistance” below).
- 6.2** The space **must** be booked with CTO for a 1 hour period before and after the event for removal and replacement of the lectern. For events outside of working hours, If the event is not supported by a dedicated technician, the room must be booked from the end of the event until a period 1 hour into the beginning of the next working day (10am). If this is not possible, out of hours dedicated assistance charges will be applied.
- 6.3** A Suitable storage location must be identified and booked within the building. Usually this would be the seminar room.

- 6.4** If the lecterns are removed, we can provide a HDMI or VGA input to the projectors in the room for a laptop or similar to be connected. This must be requested at the time of booking. We are not currently able to provide laptops for use with this setup. If you require us to provide a PC for presentation playback or similar, the lectern should be used.
- 6.5** The dividing walls in the Ivor Crewe can be removed to make 1 larger space. This will need to be booked both with the EMS Helpdesk (to move the walls) and AVS (to reconfigure the AV equipment).
The space must be booked for 1 hour before and after the event to allow the wall removal to take place. This is chargeable as per the fees outlined in “Dedicated Assistance” below.

Video Conferencing

- 7.1** The universities’ preferred Video Conference provider is Zoom. Zoom equipment is provided in the majority of teaching rooms for lecturer capture. We also have a small number of rooms which feature audience capture (4.722, STEM.3.1, The Lakeview Room)
- 7.2** Zoom should be used for all cross campus events and is expected to be self-service during working hours. We would not ordinarily provide dedicated assistance for Zoom during working hours as this can be supported adequately by our helpdesk. Assistance outside of working hours would be chargeable as per the fees outlined in “Dedicated Assistance”.
- 7.3** We are unable to set up or schedule meetings or webinars on users’ behalf. This should be carried out by the person hosting the meeting. If training is required on doing so please contact the TEL team. (tel@essex.ac.uk)
- 7.4** Microsoft Teams is currently not supported for use in teaching rooms.

Music / Live Performance

- 8.1** The AV equipment in our teaching rooms is suitable for the playback of light background music or video content and voice reinforcement only. It should not be used for music, DJs, or any similar type of performance.
- 8.2** LETS can provide a mid-sized PA System for speech reinforcement only for mid-sized events up to 150 people. This is chargeable as per the fees outlined in “Dedicated Assistance”. To book this system, please contact avs@essex.ac.uk For smaller portable PA Systems suitable for light speech reinforcement in classrooms, please book from <https://bookitmedia.essex.ac.uk>.
- 8.3** For larger events, we are able to provide details of external companies who can provide suitable equipment and technicians for this type of event. This would be chargeable at the rate provided by the external company and must be booked in advance. Please contact us to discuss your requirements.
- 8.3** The event organiser is responsible for ensuring that the correct licencing is in place for any music or video content used as part of the event.

External AV / Event Companies

- 9.1** Where suitable equipment or staffing is not available through LETS, this can be sub hired from an external contractor approved by LETS.
- 9.2** The cost of this would ordinarily be passed to the end client, except in the case of core events or similar.
- 9.3** Any contractor used must be approved by LETS in advance. Approval would be subject to the provision of suitable Risk Assessments and Method Statements (RAMS) for the work being carried out.

- 9.4 Where contractors require access to restricted spaces (ie Technician booths) or need modifications to be made to the existing AV system, this must be approved in advance.
- 9.5 Where events occur out of hours, it may be necessary (at LETS' discretion) for a member of LETS staff to be in attendance. This would be charged at the rates outlined above in addition to the cost of the external hire.
- 9.6 Any external contractors are expected to follow the rules outlined in the University of Essex [Health and Safety Information and Code of Practice for Contractors](#). Failure to do so may result in the contractor being removed from site, at the discretion of LETS, the event organiser, or the campus security and safety teams.

Content Management / User Accounts

- 10.1 AVS are unable to curate, manage or run video or presentation content. The event organiser should ensure there is a person allocated to run presentations, change slides etc. Where content is to be shown on Digital Signage screens, this can be scheduled by contacting the comms team (comms@essex.ac.uk) Where content creation, filming or editing is required please contact media@essex.ac.uk
- 10.2 All persons (internal or external) must be issued with an Essex user account. LETS cannot log on to PCs for customers. If a temporary account is required, this can be arranged by contacting it.helpdesk@essex.ac.uk