

FHS-IT Services: Collaboration & Learning Technology Services

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EXECUTIVE SUMMARY

The Faculty of Health Sciences has assessed its IT service needs and developed its service offerings and delivery models to ensure effectiveness, avoid duplication and gaps, and take advantage of synergies with IT groups across McMaster. Based on this assessment, models for FHS IT core service offerings were developed and implemented.

Classroom technology has evolved rapidly in the FHS. Blackboards and overhead projection units are being replaced with state-of-the-art audio-visual (AV) equipment. Most rooms now include video conferencing (VC) and web conferencing (WC) capabilities. The FHS maintains approximately 150 classrooms spread across several sites. The technology in these classrooms benefits on site learners as well as enabling remote campuses and learners in clinical settings to participate in their sessions at McMaster.

The FHS Computer Services Unit (CSU) provides a wide variety of support for classroom technologies across the FHS and its teaching partners. These include room design, supporting curriculum delivery through training and in session support, event scheduling with community partners, exam support, lecture archiving, room security, maintenance, and other services.

This document details Collaboration & Learning Technology Services (CLT) provided to the FHS via the CSU. These services are provided by CSU as a core service with no cost to the end user in most cases, with minimal costs for specific, specialized offerings within the service. It outlines operational procedures, accountabilities, support models, and other key details of the service.

EXPECTED OUTCOMES & BENEFITS:

- To provide a responsive body of technical experts to ensure FHS classroom & collaboration technologies function smoothly and support FHS activities.
- To provide a robust, state-of-the-art technologies that will enable collaboration, communication, education, and research.
- Fostering ongoing relationships with partners and collaborating on initiatives.
- Enabling instant video collaboration and the effective delivery of curriculum to regional sites.

SERVICE DETAILS

What are these services?

Collaboration & Learning Technology Services are responsible for managing & maintaining AV and other communication and teaching technologies to facilitate communication, collaboration, and delivery of educational curricula.

Some examples of these services include but are not limited to:

- Classroom technology support (AV equipment, computers, projectors, smart boards, control systems & intercoms, configuration)
- Classroom technology training
- Live event support
- Video conferencing support (installation, configuration, scheduling, in-person support)
- Web conferencing services (WebEx, Zoom, & MS Teams support)
- Teaching & Training Lab (software installation & configuration, in-person support)
- Digital signage services (media creation, hosting)
- Lecture and event recording (setup, in-person support, editing, publication)
- Room design (design, installation)
- Security Services (Camera installation, collaboration with McMaster & HHSC security)

What are the key locations associated with these services?

Most of the classroom technologies maintained and supported by CSU are in the McMaster University Medical Centre (MUMC), Michael DeGroote Centre for Learning and Discovery (MDCL) and the David Braley Health Sciences Centre (DBHSC). Smaller installations distributed throughout several other sites are also supported. These include but are not limited to:

- Institute For Applied Health Sciences (IAHS)
- Mills Library
- Niagara Regional Campus (NRC)
- Waterloo Regional Campus (WRC)
- Niagara Health Services (NHS)

Collaboration & Learning Technology Services will be administered and managed within the FHS CSU Classroom and Collaborative technologies service stream.

Who owns the services & their products?

Most services will be owned by CSU, though ownership of hardware may vary depending on purpose and sponsor. In certain scenarios, third-party partners have purchased the audio-visual equipment and may share in ownership.

SERVICE SCOPE

Who are the intended users of the services?

All faculty, staff and students working and studying within the FHS, at any site, may use or be exposed to technology in CSU managed rooms for meetings or delivery of curriculum and are therefore included in the scope of these services. Support for these classrooms is restricted to FHS faculty and staff in most cases.

What kind / how many services will the services support?

The mandate of CSU is to support core technologies within the FHS. As the technologies within the FHS sites are manifold, the required services are also many and varied. The following is a list of example services that would be included or excluded from the service offering. This list is not exhaustive; In cases where eligibility is in question, the FHS Director of IT, CSU management, or the FHS-ITC will provide recommendations if the services offering should include or exclude work in question.

1. Classroom Support

a. Included Services

- i. Training on room equipment use and best practices.
- ii. Video & web conference training.
- iii. Video call scheduling & setup.
- iv. Web conferencing support.
- v. Lecture capture & editing.
- vi. Installing, maintaining, troubleshooting & repairing classroom AV equipment, computers, and other technologies

b. Excluded Services

- i. Any of the above services for non-FHS faculty, staff, or students.
- ii. Any services which CSU cannot reasonably accommodate due to availability of resources or other considerations as determined by the service manager.

2. Teaching & Training Lab

a. Included Services

- i. Exam software setup & support.
- ii. Training on room equipment use and best practices.

b. Excluded Services

- i. Any of the above services for non-FHS faculty, staff, or students.
- ii. Any services which CSU cannot reasonably accommodate due to availability of resources or other considerations as determined by the service manager.

3. Digital Signage

a. Included Services

- i. Creating and editing content based on user requirements.
- ii. Scheduling & displaying content campaigns.
- iii. Installing, maintaining, troubleshooting & repairing FHS digital signs.

b. Excluded Services

- i. Any of the above services for non-FHS faculty, staff, or students.
- ii. Any services which CSU cannot reasonably accommodate due to availability of resources or other considerations as determined by the service manager.

4. Lecture Archiving

a. Included Services

- i. Setup of lecture recording.
- ii. Digital video editing & publication.

b. Excluded Services

- i. Any of the above services for non-FHS faculty, staff, or students.
- ii. Any services which CSU cannot reasonably accommodate due to availability of resources or other considerations as determined by the service manager.

5. Room Design

a. Included Services

- i. Classroom and boardroom technology implementation design.
- ii. Furniture consultation when appropriate to support technology implementation.
- iii. Installation, setup and configuration of technology.
- iv. Control system (Crestron) programming.

- b. Excluded Services
 - i. Design services not related to technology (i.e., architecture, construction, utilities, furniture, etc.)
 - ii. Any of the above services for non-FHS faculty, staff, or students.
 - iii. Any services which CSU cannot reasonably accommodate due to availability of resources or other considerations as determined by the service manager.

7. Security Cameras

- a. Included Services
 - i. Camera and equipment installation & maintenance.
 - ii. HHSC & McMaster security services collaboration for HHSC and MDCL.
 - iii. Configuring equipment to meet McMaster CCTV policies.
 - iv. FHS user support clients (Anatomy and CSBL).
- b. Excluded Services
 - ii. Any services which cannot be reasonably accommodated due to availability of resources or other considerations, as determined by the service manager.

SERVICE PROCESSES & PROCEDURES

How do users access these services

Clients will book the appropriate room or support resource according to the relevant booking procedures (e.g. FHS room booking for rooms, CSU service ticket for Support, etc.). Once received the event or service will be reviewed, resources will be allocated, and the event or service will be added to the master service calendar.

Due to the high demand for the service, events must be booked ahead of time to arrange support. In cases where events are NOT booked ahead of time, service requests will be addressed on a best effort basis and CSU SLAs will not apply. Except in extreme circumstances as determined by FHS Director of IT, or the CSU service manager, booked events will have priority over unscheduled events for support.

How are the services tracked?

All events, once reviewed and resourced, will be recorded in a master calendar. All technology assets will be tracked through an inventory system. All work efforts are tracked in a separate work tracking system. For specific requests, such as new building construction or renovation, CSU will track assets and work in close collaboration with the relevant Facility Services group, and different methods may be used to accommodate the overall project.

How are services terminated?

A decommission or continuation plan will be in place for audio-visual systems as part of the project scope. For audio-visual, decommissioning of equipment will be determined as part of the FHS overall IT/AV strategy, based on recommendations and initiatives between the CSU IT/AV Management service stream, and the FHS director of IT.

Who approves access to and continued use of these services?

The FHS Director of IT, CSU management, and new construction project managers, may be part of a specific project's approvals process. CSU will determine the relevant parties during initial consultations.

SERVICE AGREEMENTS & ACCOUNTABILITIES

What are the supported hours of the services?

Most of the services will be available during regular working hours.

- a. Scheduling - As most support must be carried out at specific time; support requests must be booked ahead of time to properly allocate staff resources. In cases where support is requested for events not booked ahead of time (see 'how are the services created'), support may be unavailable, regardless of being during regular working hours.
- b. After hours / special events - As support is offered to FHS clients for special / after-hours events, overtime or irregular hours may often be required. In these cases, CSU will follow standard procedures for approval of staff time. In cases where staff are entitled to overtime wages, these additional costs will be the responsibility of the service user.

How are client communications handled?

CSU will send broad communication of changes or events to FHS Room Bookings so that clients are aware via email. In cases pertaining to a specific event, CSU staff will communicate with the service user directly.

How are issues submitted, prioritized, and responded to?

Client requests will be submitted, using in room tools (e.g. Intercom), or as an online service request ticket. CSU will investigate the incident, assess its impact, and perform the services according to their service definitions. Where possible, CSU's support will be scheduled in conjunction with key stakeholders, and to minimize disruption.

All CSU supported room technologies operate under CSU service level agreements (SLAs). Due to the time sensitive nature of teaching sessions for curriculum deliver and meetings, support for in progress or imminent events will be given priority when possible.

What are the client accountabilities associated with the services?

- Providing an accurate representation of audio-visual needs, so that spaces and installations can be designed appropriately
- Scheduling video and web calls, events, and support early and via approved channels to allow for them to be resourced appropriately
- Requesting schedule changes (e.g. Ontario Health video calls, other VCs & Wcs, training, in-person support, etc.) within appropriate time limits to allow for proper resourcing and scheduling
- Reporting technology issues to CSU and/or Room Bookings when detected
- Responding to communications in relation to a project and issuing approvals in a timely manner
- Making payments directly to CSU for all costs associated with the use of the service

What are the CSU accountabilities associated with the services?

- Ensuring network connectivity of equipment and services
- Maintaining hardware and software in managed spaces

- Maintaining detailed records and project documentation.
- Providing clear and responsive communications.

SERVICE COSTS & PAYMENTS

Are there costs associated with the services?

Most services will not have costs associated. In cases where overtime wages are required, those costs will be the responsibility of the client. Any third-party fees that are incurred (e.g. Exam software licencing, equipment purchases) are also the responsibility of the client.

In the case of room design services, costs to the client will vary depending on the service request. Clients are responsible for any fees (e.g., installing network lines and or electrical outlets by third-party contractors), and the products become part of the FHS infrastructure. In new construction projects, funds should be allocated and managed by the project sponsor as part of the project to equip the space according to design.

How are payments for the services to be made?

Payments to CSU for any cost recovery items must be from a McMaster account via a valid McMaster chartfield. A valid client chartfield will be required as part of the scope where any cost recovery elements are anticipated. Any special arrangements outside of this will be at the discretion of the FHS Director of IT. Any external parties will be invoiced accordingly.