Digital Signage and Video Wall Support Workflow

Services:
This workflow is designed for the support of the SOM individual signage player's currently running four winds and the three large video walls within Evans Hall.

Support Workflow

- Contact the Help Desk at 203-432-7777 or somit@yale.edu
- include the location of the signage and a description of the issue
- IT Help Desk routes ticket to Media Services
- Media Services troubleshoots
- Standard SLA is 2 hours based on other support requirements in Evans Hall

Escalated Support
If immediate assistance is needed, call the help desk (203-432-7777) and have the reach out to Ken Wieler or Rob Dietz. Support will be escalated accordingly

Roles and Responsibilities

- **Service Owner** - Rob Dietz
- **Service Owner Delegate** - Ken Wieler
- **Functional Owner** - Communications - Amy John
- **Vendor Partner** - cNario for large displays, Four Winds for individual players, HB Communications for physical support of technology
- **Support Tiers:**
  - T0/1 = SOM IT Help Desk
    - reset individual players
    - power on monitors
  - T2/T3 = SOM IT Media Services (Rob Dietz/Lee Smith primarily)
    - Device troubleshooting
    - content issues pertaining to hardware
    - design
    - Video Wall hardware issues
  - T3 = SOM IT Systems (Fred Ferrie)
    - Backend Server support
    - Backup when T0/1/2/3 are unavailable
    - high-end events support (commencement)