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:
  - T1/0 = 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)