**Dedicated Technical Support**

**Summary**
Technician stays and operates audio visual technology (audio, video and presentations) in the room, throughout entire event, or timeframe noted. This is typically used for more complex presentations with multiple microphones, tight timelines, multiple presentations, VIP speakers and presentations including translation. Advanced notice of 72 hours are required for scheduling purposes.

**Features**
- Technician at beginning of scheduled class, who will stay for the duration of the event
- Support connecting laptop computers
- Support for presentations, projectors, monitors and microphones and complex media

**Who can use it?**
SOM faculty, staff and speakers using SOM facilities.

**How much does it cost?**
This service is available at no charge to the Yale School of Management community.

**How do I get it?**
A request can be generated through your room booking in the Event Management System (EMS).

**Related Policy and Procedures**
- All users of Yale University computing and networking facilities are expected to read and abide by the Information Technology Appropriate Use Policy. For additional information, please familiarize yourself with the Policies and Procedures related to HIPAA Security.

**Related Knowledge Articles**