NVCC Television Center
Service Level Agreement

Customers
College Faculty, Staff, and Students
Virginia Community College System
State Agencies
Other Educational Institutions
Business Community

Mission
Provide video production and delivery support services to the college community. Operate and maintain video telecommunications networks in order to further the college’s mission of providing educational opportunities to the community through distance learning.

Services Provided
- Provide support for video production, delivery support and consultation services for video-based educational materials.
- Provide troubleshooting support for audio/video networks such as the digital video teleconferencing system and the campus radio systems.
- Maintain and operate the college’s cable television network.
- Work with businesses and other agencies in the production/delivery of training or educational programs.

Service Goals
- Manage facility production resources in order to provide services for at least 3 projects in various stages at any given time.
- Maintain the video teleconference network in order to provide for a 95% delivery success.
- Operate and maintain the cable station in order to provide 95% delivery success.
- Maintain campus radio communications systems for 75% on-air capability.
- Maintain video servers for video on demand and streaming delivery for on-line delivery access and storage at 95% capability.

Note: These 95% figures apply to all components within and under the direct control of the Television Center Support Staff. Trouble with vendor-controlled and/or college-based resources – e.g., WNVT-TV, George Mason University, ATM Network, Cox
Communications, Verizon, Sprint, NVCC OIIT, or Virginia Tech components – are beyond the Television Center’s control, and are not included in the calculation.

### Location

Television Center  
CT Building 353  
8333 Little River Turnpike  
Annandale, Virginia 22003

### Contacts

Offices – 703-323-3743  
Control Room – 703-323-3377  
Manager – 703-323-3743  
e-mail: csiegel@nvcc.edu

### Hours of Support

Staff may be scheduled to accommodate specific project time however general hours are as follows:

- Office hours are 9:00 a.m. to 6:00 p.m. Monday – Friday.
- Engineers are generally on duty 8:30 a.m. to 5:30 p.m. Monday – Friday.
- Unmanned cable telecasting takes place during the off hours, weekends and holidays.

The Television Center facility is closed during Holidays and when the College is closed during inclement weather or other emergency.

### Environments Supported

The Television Center supports all video and audio equipment installed within the Television Center or equipment purchased and/or installed by the Television Center on the campuses. Equipment purchased by departments and campuses for their own use will receive troubleshooting assistance whenever time and personnel are available. We provide technical troubleshooting support for the teleconference video equipment and coordinate with Verizon and the VCCS Utility on behalf of the college when necessary. We also coordinate with appropriate agencies for troubleshooting video networks connecting the college to cable stations, the commonwealth, and other institutions.
Methods for Requesting Services

For booking video production services or to book the Television Center Facilities, follow the procedure outlined in section 31.4.8 of the College’s Administrative Services Procedures Manual or call:
Television Center: 323-3377
Television Center Manager: 323-3743 e-mail: csiegel@nvcc.edu

For booking a video teleconference meeting or those with questions concerning delivery of courses on the Video Conference Network should call the appropriate IT technician designated to handle video teleconferencing on their campus. The campus tech will coordinate with the TV Center for any assistance they may need.

Technical support for video conferencing or other technical information can be addressed by calling or e-mailing the following:
Video Conferencing: 323-4148 e-mail: amatthews@nvcc.edu

Technical questions regarding cable television can be addressed to:
Master Control: 323-3377

Questions regarding ELI tele-courses can be addressed to:
Extended Learning Institute: 323-2425 or https://eli.nvcc.edu/comm.htm

All other questions or concerns can be addressed to the TV Center Manager at the number above.

Web Support

Television Center – http://www.nvcc.edu/tvcenter/
NVCC Office of Information Technology – http://www.nvcc.edu/oit/
Extended Learning Institute – http://eli.nvcc.edu/
VCCS Information Technology Services – http://www.vccs.edu/jobs_title/information-technology-services/
Technology Training – http://asktechtraining@nvcc.edu

Technical Problem Support Levels

<table>
<thead>
<tr>
<th>Level</th>
<th>Responsibility</th>
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<tbody>
<tr>
<td>Level 1</td>
<td>Phone support by Technician /Engineer</td>
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<tr>
<td>Level 2</td>
<td>Field support by Technician/Engineer</td>
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<tr>
<td>Level 3</td>
<td>Vendor support arranged by Technician/Engineer</td>
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<tr>
<td>Service Metrics for Technical Support</td>
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<td>--------------------------------------</td>
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<tr>
<td><strong>Level 1</strong></td>
<td></td>
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<tr>
<td>50% of trouble reports resolved over phone with initial call</td>
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<tr>
<td>75% of trouble reports resolved over phone within 8 hours of report</td>
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<tr>
<td>90% of trouble reports resolved or assigned for field visit within 24 hours</td>
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<tr>
<td><strong>Level 2</strong></td>
<td></td>
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<tr>
<td>75% of trouble resolved within 4 hours upon initial field visit</td>
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<tr>
<td>90% of trouble resolved within 24 hours of initial field visit</td>
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<tr>
<td><strong>Level 3</strong></td>
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<tr>
<td>60% of problems needing vendor support arranged within 48 hours of initial field visit</td>
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<tr>
<td>75% of problems needing vendor support arranged within 56 hours of initial field visit</td>
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<tr>
<td><strong>Customer Satisfaction</strong></td>
<td></td>
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<tr>
<td>Customers will be surveyed upon signing off on completed trouble report</td>
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