# Technical Services
# School of Media, Arts & Humanities


# Service Level Agreement


Version 6
Updated September 2023

**Table of Contents**

# 1    Introduction

This document details the services provided by the Technical Services team in the School of Media, Arts & Humanities (MAH) to support technical operations within the School. It defines the agreed levels of service and the obligations of the service users (MAH students and staff).

This agreement will be reviewed annually via the School Resources Committee and updated with any changes made to the services provided following approval from the School Management Team.

# 2    Summary of Services Covered

This agreement covers the technical services listed in sections 5 and 6 which are provided by the Technical Services team to all service users in MAH.

The MAH Technical Services team will:

Ensure that technical services, equipment, and facilities are available for use when users need them.

Ensure that equipment and facilities maintenance activities are performed to keep facilities running smoothly.

Ensure that hardware is current and updated and/or replaced in a timely manner. Ensure

software remains current and in supported versions.

Provide help, advice, demonstrations and support in the use of equipment and facilities within the department.

# 3    Our Responsibilities

We will provide the services and support as defined in this document. We

will deal with your requests in a consistent and fair manner.

We will work collaboratively and communicate honestly, clearly, and transparently, including reporting to the School Resources Committee and its Budget Working Group. Decisions around proposal and acquisition of equipment and software to be considered and confirmed by SRC, with those decisions recorded in minutes and posted on the shared SRC Box folder.

We will fulfil requests for technical demonstrations where possible, working within the constraints of the technical resources, staff time and budget, and report to SRC any disparity in supply and demand.

We will provide timely notice of any planned maintenance activities which will affect service availability.

# 4    General User Obligations

You will follow the guidance contained or referenced in this document and use our services in the way intended, as detailed in section 5.

Staff, subject and departmental heads should liaise with SRC reps and the Senior Technical Manager to provide the team with good quality information in a timely manner to enable efficient consideration and implementation of requests for technical demonstrations, equipment, or support.

All staff will work collaboratively and communicate honestly, clearly, and transparently with Technical Services staff and work collegially through School Resources Committee and/or Budget Working Group. Decisions around proposal and acquisition of equipment and software to be considered and confirmed by SRC.

# 5   Services and Support Provided

## 5.1 General Support

To provide an effective and efficient creative and technical service within the University for staff and students in Media, Arts and Humanities.

Perform regular checks of the facilities including the Mac and PC labs, studios, edit booths, practice rooms and recital room to ensure all equipment is working, fit for purpose, maintained, updated and upgraded as appropriate.

Work closely with ITS to ensure that software is installed and up to date (where appropriate).

Provide one to one support for service users as needs arise, on a day-to-day basis, in relation to equipment and facilities.

Maintain a clean and tidy environment for all users.

Ensure a safe working environment for all users in compliance with H&S policy.

Attend meetings called by module/strand conveners to help planning.

Support preparations and setups of facilities for Open Days and Applicant Visit Days.

Document events and assessments. This will be on request and is resource dependent, however, all requests will be considered via SRC.

Carry out basic risk assessments as required under the direction of the Technical Services Manager.

## 5.2 CCP, Music, Journalism and Drama

To be front line members of the technical team working in the practice facilities, media laboratories, studios, edit booths, recital room and all associated facilities, including technical stores, under thedirection of management.

Effectively and efficiently run the MAH equipment stores and practice facilities to provide an excellent service to students and staff.

Ensure that stores equipment is maintained, updated, and upgraded as appropriate. Carry out basic maintenance, testing, adjustment, and repair of equipment /apparatus within the practice facilities when necessary.

Plan and lead technical demonstrations in line with the needs of the students and working closely with the Senior Technical Manager and academic staff to ensure demonstrations compliment the teaching and effectively contribute to the module outcomes.

Provide technical support for degree shows.

Provide appropriate support to students using the facilities at ACCA, as outlined in the *ACCA - MAHRecording Studio Service Agreement* and adhere to the rules set out in the *ACCA-MAH Music Recording Studio Rules and Etiquette* document.

## 5.3 Department of Language Studies

Effectively and efficiently run the Language Learning Centre to provide an excellent service to students and staff.

To support staff and students primarily with technical related queries and demonstrate IT/AV equipment.

To ensure the Language Learning Centre is up to date with relevant media and technology to support teaching and learning. We will also ensure the LLC computers are kept up to date with the relevant software and hardware so staff and students have access to what they need to teach and complete their studies.

To be a point of contact and respond to queries in a timely manner. We will provide IT support in the first instance, we can normally solve a majority of IT queries however, should the query require more technical assistance we will escalate it to IT Services.

The Language Learning Centre is usually open from 9am – 5pm from Monday to Friday, however this will be adjusted as necessary depending on the needs and to support teaching and learning.

Changes to the regular opening hours will be communicated to the relevant staff and students in a timely manner via email, Canvas, with signs on the door, and via line managers and other staff.

**\*NB**. Staff, admin tutors, subject and department heads should liaise with the SRC reps and the Technical Services Manager to provide the technical services team with good quality information in a timely manner to enable efficient consideration and implementation of the above.

## 6  Demonstrations (CCP, Music, Journalism, Drama)

### 6.1 Requesting Demos

Demonstrations will be used to provide students with a firm grounding in the practical use of specific equipment, software or technical facility but will not involve teaching any underlying concepts, theories,or general principles. They should complement the module, but not replace teaching sessions. Technical staff cannot carry out supervision or supervise practice sessions, these should be assigned to a tutor.

Requests for regular or timetabled demonstrations should be discussed with the relevant SRC rep, head of subject/department and sent to the Senior Technical Manager no later than one month in advance to allow for appropriate assessment and planning.

Requests for one-off demonstrations and other events can also be requested no later than one month in advance.

Each request for demonstration(s) should be submitted in the requested format, via one of the following online request forms:

For demonstrations that have been delivered before and are present on the Demonstrations Menu(s): MAH 'Demo Menu' Technical Demonstrations Request Form.

For demonstrations that are new, have not been prepared for or delivered before, and do not appear on the Demonstrations Menu(s): MAH 'New Demo' Technical Demonstrations Request Form.

Staff may be required to sign into their Microsoft Office account using their normal university username and password.

The Demonstrations Menus can be found here:

CCP - https://sussex.box.com/s/3im53kbt0cbrqqk1wck01giewn1n3bxj
Journalism - https://sussex.box.com/s/yrvrs0iz5889xsxwb6s31f8ext7x11pf
Music - https://sussex.box.com/s/yoi0anuyapqxsufem6fap5r4k2jlffth

Staff have been invited to view the relevant demo menu. If you have not been added to the relevant Box file, please contact the Technical Services team.

### 6.2 Demo Frequency

Full-time (1FTE) Senior Technician Demonstrators can deliver up to a maximum/equivalent of 4x 3-hour demonstrations per week.

Part-time (0.5 for example) Senior Technician Demonstrators can deliver up to a maximum/equivalent of 2x 3-hour demonstrations per week.

### 6.3 Minimum Demonstration Attendance

Demonstrations will only take place if there is a minimum attendance of 3 students, where the capacity limit is 5 or less or 25% of the overall demo capacity where this is over 5. Demo capacities can be found on the Demonstrations Menus.

## 7  Hours of Support

We provide support for all services between the hours of 9am and 5.30pm Monday to Friday (excluding UK Bank Holidays and university closures).

Students enrolled on practice courses and modules have access to MAH facilities on a 24/7 basis but we do not routinely provide support after 5.30pm or before 9am weekdays or anytime at weekends.

The technical team will take part in and support out of normal hours activities where appropriate and as directed by the Technical Services Manager.

## 8   Maintenance

### 8.1 Planned Maintenance

We will endeavour to carry out planned maintenance, updates or upgrades to facilities, hardware or software outside of term time, primarily during the summer, wherever possible, however these activities may sometimes occur during the normal service hours.

### 8.2 Emergency Maintenance

Occasionally we may need to carry out urgent maintenance, updates or upgrades to facilities, hardware or software to mitigate any immediate issues or risk. When this happens we will endeavour to send out regular communications to keep all users informed.

## 9   Contacting Us

### 9.1 CCP, Journalism, Music, Drama and Art History

The group email is your first point of contact, all Senior Technician Demonstrators, the Technical Supervisor, Technician, and the Senior Technical Manager have access to this email account and your query will be picked up faster than emailing an individual.

| | |
|---|---|
| *Email* | *MAHTechServ@sussex.ac.uk* |
| *Telephone* | *Ext.* **3636**          (internal) |
| | **01273 873636**          (external) |

### 9.2 Department of Language Studies

The group email address goes directly to the Technical Manager and Senior Technician and your query will be picked up faster than emailing an individual.

| | |
|---|---|
| *Email* | *langtechs@sussex.ac.uk* |
| *Telephone* | *Ext.* **8006**          (internal) |
| | **01273 678006**          (external) |

### 9.3 MAH Technical Management

This group email address reaches the Senior Technical Manager, Technical Manager and Technical Supervisor, and your query will be picked up faster than emailing an individual.

| | |
|---|---|
| *Email* | *mahtechnicalmgr@sussex.ac.uk* |

## 10  Equipment & Facilities

Students who are enrolled on a practice course or module within CCP, Music, Journalism, Drama and Art History, have access to the specific equipment they need to develop and complete their projects.

Please refer to the MAH Equipment Loans Policy and MAH Facilities & Equipment Use Code of Conduct documents for further information.

### 10.1 Health & Safety Induction

To access the technical facilities, students must first complete a compulsory online Health & Safety Induction that is available on Canvas. It should take no more than 15 minutes to complete and there is a quiz at the end, and participants must score 12 or more out of 14 points in order to pass.

Students should complete the induction as soon as possible and will receive a Canvas email notification once they have been enrolled on the module. Those who do not receive the email should contact the Technical Services Team.

## 10.2 Access Cards

On passing the Health & Safety induction, students will be eligible to collect their access card, this is an additional card to the student ID card and is only issued to practice students. Collection details will be sent out to all new students prior to welcome week.

## 10.3 Bookings

All equipment loan requests and facilities bookings are made through the online booking system SiSo - https://sussex.siso.co/mah, and is for MAH practice students and staff only. All users will need to follow the link and register before they can borrow any equipment or make bookings for the studios, edit booths or other facilities. Your registration will then be activated by a member of the technical team on your first visit to the equipment loans store (Silverstone building room 250), where your university ID card will be scanned and linked to your SISO account.

You will not be able to book equipment or facilities until your account has been activated and you will receive an automatic notification email from SiSo once your account is activated.

## 10.4 Technical Services Website

Please refer to the MAH Technical Services website for additional information on the technical team and support available as well as subject specific information about the facilities, equipment, opening hours, policies and more.