Digital Signage SLA

Overview
Franklin OIT transitioned the college's digital signage platform to AMX Inspired Signage. As part of this transition, we are partnering with local vendor TSAV for digital signage support, and we will be directing all digital signage hardware and support requests to them directly. The AMX Digital Signage: User Guide is available in our Self-Service website.

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Objective and Introduction
The Digital Signage service level agreement specifies the roles and responsibilities of the vendor (TSAV), the technical liaisons (Franklin OIT), and our clients (Franklin College departments) who use digital signage with the objective of providing efficient and effective support.

Based on the unique characteristics of each implementation, this document will not address every situation, and this document will evolve as circumstances change. TSAV and Franklin OIT will provide clarification about this agreement and resolve ambiguities as necessary.

Responsibilities of Clients
Departments are responsible for the following:
1. Initiating requests for new equipment with the vendor
2. Purchasing all equipment and required infrastructure updates
3. Scheduling on-site installation with the vendor
4. Requesting user account access and permissions (including access removal)
5. Completing user training for all content creators and approvers
6. Maintaining content for department-specific playlists
7. Contacting the vendor for support

Budget Responsibilities
Departments are responsible for the purchase of any materials or parts required for implementation, maintenance, or repair of digital signage systems. This includes hardware, cabling, and, when applicable, content development, licensing, maintenance, and support costs.

Personnel Changes
We ask that each unit identify an individual such as an office manager or content approver to notify Franklin OIT when digital signage user access need to be added or terminated. All new users must complete training in order to receive access to the digital signage system.

How to Request Service
Clients should contact the vendor to initiate a service ticket via email - service@tsav.com or phone - 706-613-8759.

TSAV office hours are Monday - Friday, 9:00 a.m. - 5:00 p.m.

For a current list of contracted prices for services, please contact the Franklin OIT helpdesk.

Related articles
- AMX Digital Signage: User Guide
- Digital Signage SLA
- Digital Signage

External Resources
• Franklin OIT Service Offerings