

Facility Information Technology (FIT) Services

Service Description Version 1.00

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Purpose

This Enterprise Service Description is applicable to **Facility Information Technology Services** offered by MN.IT Services and described in the MN.IT Service Catalog. This document describes the services and features that are included with the **Facility Information Technology Services** offering.

Overview

Facility Information Technology Services (FIT Services) supports business requirements for IT equipment and services in physical locations. FIT Services are focused on two areas of service delivery:

Facility IT Operations - MN.IT staff supports hardware, software, network, security, and/or programming features of A/V technology used to meet business requirements. This service is most often associated with other MN.IT services such as workstation management, network services, conferencing services or other supporting IT services that combine with A/V components for a total service solution.

Facility IT Design and Development - MN.IT staff works collaboratively with business units and A/V vendor-partners to translate business requirements into facility solutions. MN.IT will help to analyze needs, goals, and budget in order to define the best facility IT systems for the organization.

Facility IT services may be part of physical locations such as:

- common areas – including reception areas, lobbies, elevator areas, hallways, display spaces and other public locations such as visitor or rest areas

example technologies in these areas can include digital signage systems to provide announcements, interpretive displays, overhead audio paging integrated to telephone systems or lobby/elevator telephones with call restrictions

- conference rooms – including specialized meeting spaces such as board rooms, team collaboration spaces, video conference rooms, press conference rooms or demonstration areas
example technologies in these areas can include audio conferencing systems, video streaming systems tied to the Internet for meeting distribution, interactive electronic whiteboards linked to other locations, data projection systems or interactive video tele-presence systems
- **training rooms** and computer laboratory/training areas
example technologies in these areas can include touch panel audio/visual (A/V) control systems supporting easy access and control by instructors to key A/V components of a room, limited access computer networks for use by students, interactive response systems for instructor feedback, electronic whiteboards linked to computers or recording/streaming systems for training program production/distribution.

Benefits

Facility IT Services is an information technology discipline that supports A/V systems in shared or common areas. Using standard products, shared deployment strategies, management tools, and innovative technology adoption plans, FIT Services can support organizations with powerful communication solutions that drive success.

These are the top benefits of Facility IT Services:

- Streamlined purchasing of standard products helps provision facility IT services faster
- The purchase of standard IT hardware using specially designated state contracts leverages the combined buying power of Minnesota's state agencies, local governments, educational institutions and other government entities.
- Standardized A/V products help ease deployment and ongoing support of facility IT infrastructure, yet can be tailored to meet customer needs.
- MN.IT manages facility IT and back-end systems so the customer can focus on their missions rather than supporting A/V.
- MN.IT facility IT services help drive a high return on investment for A/V infrastructure expense through technology adoption efforts, training programs, vendor management, maintenance programs and incident management processes which keep these A/V systems busy and in service.

Standard Features

This section describes the standard features of the two key areas of Facility IT Services – Operations and Design/Development.

Facility IT Operations

These services apply to the daily operations of facility IT components within the customer environment. Depending upon the needs of the business, MN.IT staff can support:

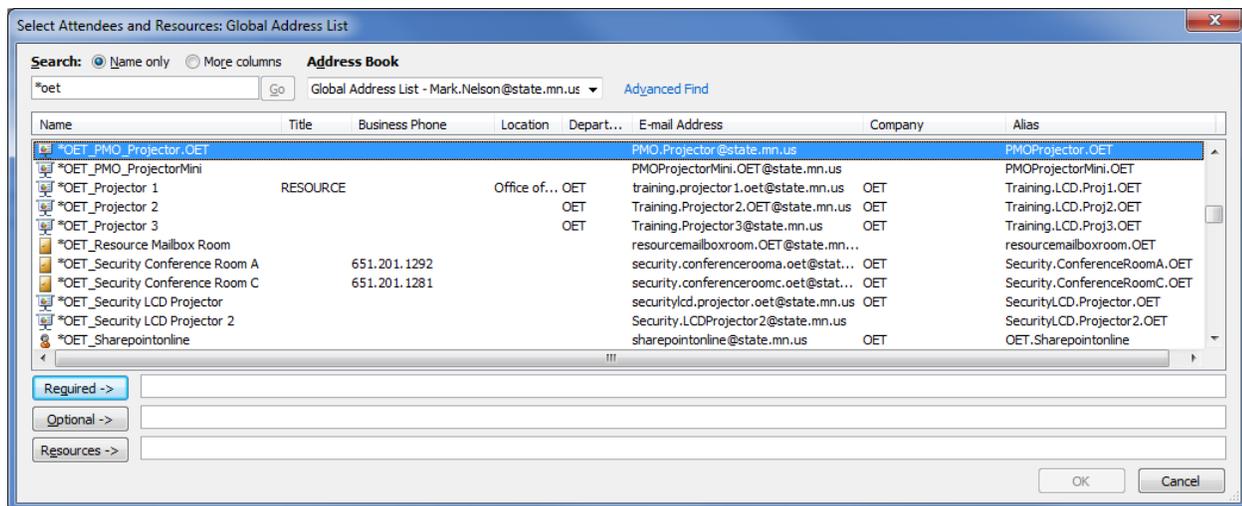
- Room display technologies that support group viewing of a personal computer screen and applications
- Network access and associated network security for items such as:
 - conference room PCs
 - network capable group displays including A/V projectors and flat panel displays – can include IP connections and specialized connections such as cable TV service
 - audio conference speakerphones or systems for group-based telephone calls

- videoconference components, controls and connections for two-way interactive conferences
- Integration support of A/V technology components into a working solution accessible by customer staff. This may include a set of MN.IT services such as workstation management, network, conferencing or other supporting IT services that combine with all the A/V components for a total service solution.
- Customer events that are heavily dependent on a successful blend of content, presentation and technology.
- Incident management and routine maintenance of FIT A/V components to best insure they remain in an operational state to meet the ongoing needs of the business.
- Technology adoption programs are developed in partnership with the customer’s communications, human resource and/or facility staff to insure a trained and knowledgeable user community is able to get the greatest benefits from these technologies.

Note that specialized needs for videoconference room support services are defined in the Unified Communications and Collaboration Services Definition and SLA.

Facility IT Services can also support the scheduling of shared A/V components through the use of the Resource Booking Attendant (RBA), a feature of EUCC Email. This can automate scheduling of shared A/V resources such as a projector or portable conference room telephone by having these as resources identified in EUCC Mail services so they can be scheduled along with the conference rooms themselves in the State’s calendaring system.

See an example of this feature below.



Customers may request FIT Operations Services in several ways.

- Customers may request support for FIT equipment or components from the MN.IT Service Desk. Service Desk staff will manage incidents relating to malfunctioning facility-based IT equipment such as A/V projectors, conference room speakerphones or other equipment.
- Service requests for operational support for users unfamiliar with FIT equipment can also be made through the Service Desk. These service requests will be assigned to the appropriate support area for fulfillment.
- Service requests to add or delete shared A/V equipment in the Resource Booking Attendant (RBA) feature of EUCC Email should be made through the Service Desk request function.

- Service reservations for shared A/V equipment in Outlook use the RBA feature. Free-busy information is maintained in Outlook and the reservation is automatically approved if available.
- Customer requests for operational support associated with complex events using FIT service components may request MN.IT staff support from the MN.IT Service Desk.

Facility IT Design and Development

FIT Services in the design and development area help to analyze business requirements and translate them into IT needs relating to the development of new or improved FIT infrastructure. MN.IT staff works collaboratively with business units and A/V vendor-partners to identify business requirements and determine facility solutions.

FIT design and development services work at two levels – on statewide standards/contracts and on specific customer projects.

Customers may request FIT Design and Development services in two ways.

1. Use of State Contracts for standard IT products and services (see below).
2. On a project specific basis, MN.IT Services can consult with the business to support the development of customer-based facility IT infrastructure aligned with the needs of the business. Customer should contact their MN.IT account manager to develop a plan. This can be done as a request through the MN.IT Service Desk as well.

Statewide Standards and Contracts

On a statewide level, MN.IT provides standards for the purchase of IT products and services. Working with an advisory team, MN.IT develops a set of technologies requirements for various types of hardware within a standard product category. For instance, within the current statewide standard product category of **A/V projectors**, the following types of projectors and the associated business requirements were identified.

Micro-portable:

Frequent travel, audience less than 20 with minimal ambient light, audience less than 15 with moderate ambient light

Performance Micro-portable:

Frequent travel, audience less than 30 with minimal ambient light, audience less than 20 with moderate ambient light

Small Room/Portable:

Occasional travel, audience less than 30 with minimal ambient light, audience less than 20 with moderate ambient light, dark classroom

Performance Small Room/Portable:

Occasional travel, audience less than 40 with minimal ambient light, audience less than 30 with moderate ambient light, light classroom

Medium/Large Room

Permanent mount, audience <50 with moderate ambient light, audience <75 with minimal ambient light

Performance Medium/Large Room

Permanent mount, audience <75 with moderate ambient light, audience <100 with minimal ambient light

Standard contracts are supported by the **BUY-IT** program and managed by MN.IT Services in collaboration with the Department of Administration's Materials Management Division (MMD). BUY-IT also manages master state

contracts for professional technical staff to government organizations. These professional service contracts include providers who are able to support design and development of A/V systems. When customers are involved in construction or extensive remodeling projects, A/V professional services are sometimes made available through the architectural firm supporting the project.

Major categories of A/V products and standards are refreshed (updated) as often as every six months. The refresh process is critical to providing a set of standards that are in sync with the overall industry and adequately reflect the needs of those who rely on these standards. Product pricing in these major categories is adjusted by vendors monthly.

MN.IT staff also supports the periodic contracting for a wide array of products on the State A/V contract managed by the Department of Administration's Materials Management Division. This contract provides standard discounted pricing on A/V products made by a number of manufacturers and sold by various retailers.

Customer-Specific Projects

On a project specific basis, MN.IT Services can consult with the business to support the development of customer-based facility IT infrastructure aligned with the needs of the business. Here, MN.IT works with the customer and vendor partners to translate business needs into facility IT solutions. MN.IT will analyze needs, goals, and budget in order to define the best facility IT solutions for the organization.

These services can be provided as staffing functions for simple projects, or can be managed as professional technical type agreements for large projects including building construction, extensive remodeling or advanced system integration involved in specialized areas, such as team collaboration spaces.

Optional Services

MN.IT will have varying levels of involvement in Facility IT efforts based upon customer needs and resources. Customers use standard products and underlying services (such as workstation management or voice/video services) to support their facility IT business requirements.

Each customer will define the level of support and hours of support for their FIT services. These support parameters may be different for each customer based upon the requirements defined by the business.

MN.IT can be accountable for maintaining all equipment, software, connections and programming for FIT services at customer locations. MN.IT works with the A/V vendor when items under warranty or maintenance need to be restored. MN.IT works with the business and equipment suppliers to develop and support a maintenance plan for FIT service components which keeps systems in good working order within the budget restraints of the business.

Additional Service Information

MN.IT provides support across many customer organizations and gains knowledge of customer-based FIT deployments. MN.IT supports cross-organizational sharing of solutions for common business needs, design options, operational support policies, training and best practices - driving technology adoption, speeding the return on investment and supporting productivity gains generated by well-executed facility IT services. MN.IT FIT services staff can help identify and communicate to key stakeholders FIT service solutions that represent excellence in meeting the requirements of the business.

Related Information

- Minnesota Statutes 207 Chapter 16E (Office of Enterprise Technology)
- Enterprise Technology Fund 970 Rate Schedule
- Operational documents and information on OET websites
- State Contract Releases on MMD's website
- Facility IT Service Level Agreement