



Service Level Agreement for Digital Signage services provided by ITS
September 1, 2019

The following is a summary of the digital sign services provided by ITS.

Services Provided by ITS

1. Consultation on:
 - a. Proposed location of digital signage
 - b. Sign orientation - landscape vs. portrait
 - c. Determination of content type needed for sign
 - d. Consultation with customer to discuss mounting location requirements and network requirements
 - e. Quote for signage computer
 - f. Work with vendor to generate quote for display and display mounting hardware
2. Image and configure software on signage computer quoted by ITS for digital signage use
3. Provide documentation and best effort support for departments imaging and configuring their own digital signage computer
4. Install and configure Content Manager software
5. Provide Active Directory access to digital signage network share and VPN
6. Connect Content Manager Desktop computers to network share
[\\catfiles.users.campus\workarea\\$\DigitalSignage](\\catfiles.users.campus\workarea$\DigitalSignage)

NOTE: This must be connected to the S: drive for proper deployment of content to Content Player computer

7. Install and configure VPN for digital signage use on Content Manager desktop computers
8. Connect Content Manager software to digital signage database

NOTE: This item can only be performed by ITS

9. Provide, free of charge, up to **ten** licenses of the Content Player software and **one** license of the Content Manager Desktop software.
 - a. This is per individual department as defined by ITS
 - b. Departments that currently have more than **ten** Content Player computers active prior to this SLA will maintain their current signage count at no additional costs, however, any additional Content Player computers requested will have a reoccurring yearly licensing charge based on costs incurred (schedule of charges).
 - c. The Content Player licenses include Content Player Desktop, Content Player Web or any other iterations of Content Player that use our standard Content Player license.
 - d. Departments that currently have more than **one** instance of the Content Manager Desktop license will have to remove all other licenses, which is due to changes in the licensing agreement.

- e. Beyond the initial allotment additional licenses can be purchased from ITS for an annual fee.
 - f. The annual charge for additional Content Manager Desktop and Content Player licenses will be based on costs incurred for both the licensing from Four Winds Interactive and any processing fees.
10. Provide unlimited access to Content Manager Web

NOTE: The Content Manager Web can be used for basic content management tasks due to the limited functionality of the application.

- 11. Provide training on Content Manager Desktop and Content Manager Web functionality
- 12. Provide best practice advice on digital signage content
- 13. Provide best effort training and advice on advanced digital signage content and functionality such as wayfinding, animations, XML content items, and Live Data content items
- 14. Provide best effort first and second tier technical support digital signage functions for Content Player, Content Manager Desktop, Content Manager Web, the digital signage network share, and digital signage VPN.
- 15. Install the Content Player computer into the mounted bracket.
- 16. Connect cables to display and Content Player computer
- 17. Provide Content Manager login account
- 18. Assist with Content Manager account issues
 - a. Password resets
 - b. Password changes
 - c. Permission errors

Services Not Provided by ITS

- 1. Arrange work for mounting signage equipment to wall and installing electrical outlets at display location.
- 2. Arrange work for installation of network drops at display location.
- 3. Purchase of any required equipment
- 4. Image and configuration on a signage computer that was not quoted by ITS for digital signage use
- 5. Provide cables to connect Content Player computer and display.

Customer or Unit responsibilities

- 1. Best effort first tier technical support for digital signage
 - a. Reboot signage player if locked
 - b. Ensure VPN is connected if Content Manager is not functioning
 - c. Ensure that deployed content matches best practices for content creation
- 2. Arrange work for mounting signage equipment to wall and installing electrical outlets at display location.
- 3. Arrange work for installation of network drops at display location.
- 4. Purchase required equipment and supplies.
- 5. Image and configuration on a signage computer that was not quoted by ITS for digital signage use
- 6. Provide cables to connect Content Player computer and display.

Hours of Coverage

8:00 am through 5:00 pm Monday through Friday, excluding holidays.

How to request assistance

IT Help Desk at 785-532-7722

Self-service system at servicedesk@ksu.edu

Staff listing:

Chuck Kranz, Digital Signage and A/V Specialist

Business Unit Signing Authority & Date

Kelly Moon, ITS Business Office & Date