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# **DIGITAL AUDIO/VIDEO MOUNTING PROCESS (TEC-P012)**

WENATCHEE SCHOOL DISTRICT

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## **1.0 SCOPE:**

- 1.1 This process outlines the requirements for requesting the mounting of a digital video projector on the ceiling of a lab or classroom and the support responsibilities therein in the Wenatchee School District.

**The online version of this procedure is official; therefore, all printed versions are unofficial copies.**

## **2.0 RESPONSIBILITY:**

- 2.1 Digital AV Technician

## **3.0 APPROVAL AUTHORITY:**

- 3.1 Director of Operational Technology

## **4.0 DEFINITIONS:**

- 4.1 TSS\_I –Technical Support Specialist, Tier I
- 4.2 WebHelpDesk –Operational Technology Tier I /II Work Order System
- 4.3 Maintenance Direct (SchoolDude) –Maintenance Work Order System

## **5.0 PROCEDURE:**

### **5.1 Building**

- 5.1.1 Requestor makes request through the WebHelpDesk WOS outlining the projector installation project request.
- 5.1.2 Building TSS\_I escalates the ticket for installation of digital projector or audio system.
- 5.1.3 Within 5 working days, Digital AV Technician makes arrangements to meet with TSS\_I and building/department/classroom staff to consult location of projector placement in room. Consultation includes discussion of placement, power requirements/availability, parts required, and whiteboard placement.
- 5.1.4 If power requirements/availability cannot be met, or the cost of upgrade exceeds reasonable expenditure and is denied by the Operational Technology department director, the Digital AV Technician will close out the job in the WebHelpDesk WOS annotating the findings in the notes section.
- 5.1.5 If power requirements and white board relocation are necessary, a building work order must be submitted for Maintenance support by the TSS-I into the Maintenance Direct WOS.
- 5.1.6 Once placement capability is verified and power/board location satisfied, the Digital AV Technician gathers parts information, vendor information, and pricing estimate, and consults with the Director of Operational Technology for available parts requirements. All information, including parts, are annotated in the work order and the ticket escalated to the director.
- 5.1.7 Once the Director of Operational Technology notified of it's status, the director will contact the department/building administration to discuss or verify budgeting

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requirements. When an installation is required, Operational Technology will order all equipment and mounting hardware.

5.1.8 If additional expenses are required outside of the physical mounting of the projector, the building will be informed of the requirement(s) and notes placed in the Tech-WOS

### 5.2 Technology

5.2.1 Digital AV Technician makes arrangements for installation during non-class times with building and Maintenance staff when assistance required.

5.2.2 Digital AV Technician mounts hardware and cabling within specifications of installed electrical circuit.

5.2.3 System tested, if aNY CHARGE-BACK MATERIALS ARE used then the billing is updated and job closed in WOS.

### 6.0 ASSOCIATED DOCUMENTS:

### 7.0 RECORD RETENTION TABLE:

<u>Identification</u>	<u>Storage</u>	<u>Retention</u>	<u>Disposition</u>	<u>Protection</u>
N/A				

### 8.0 REVISION HISTORY:

<u>Date:</u>	<u>Rev:</u>	<u>Description of Revision:</u>
27-SEP-07	A	Original Release
13-DEC-07	B	Section 5.1.4 modified, 5.1.5 inserted, flowchart updated.
10-JAN-12	C	Changed title TRA to TSS_I throughout document, add associated Document in 6.1, add billing statement in 5.2.3,
26-JUL-12	D	Updated section 5.0
13-MAR-13	E	Added 5.1.4
20-AUG-13	F	Revised to include audio systems and better task flow in section 5.1.4, 5.1.5
19-APR-16	G	Updated sections 5.1 and 5.2 to reflect current practices
25-OCT-18	H	Updated Section 5 to reflect current practices.

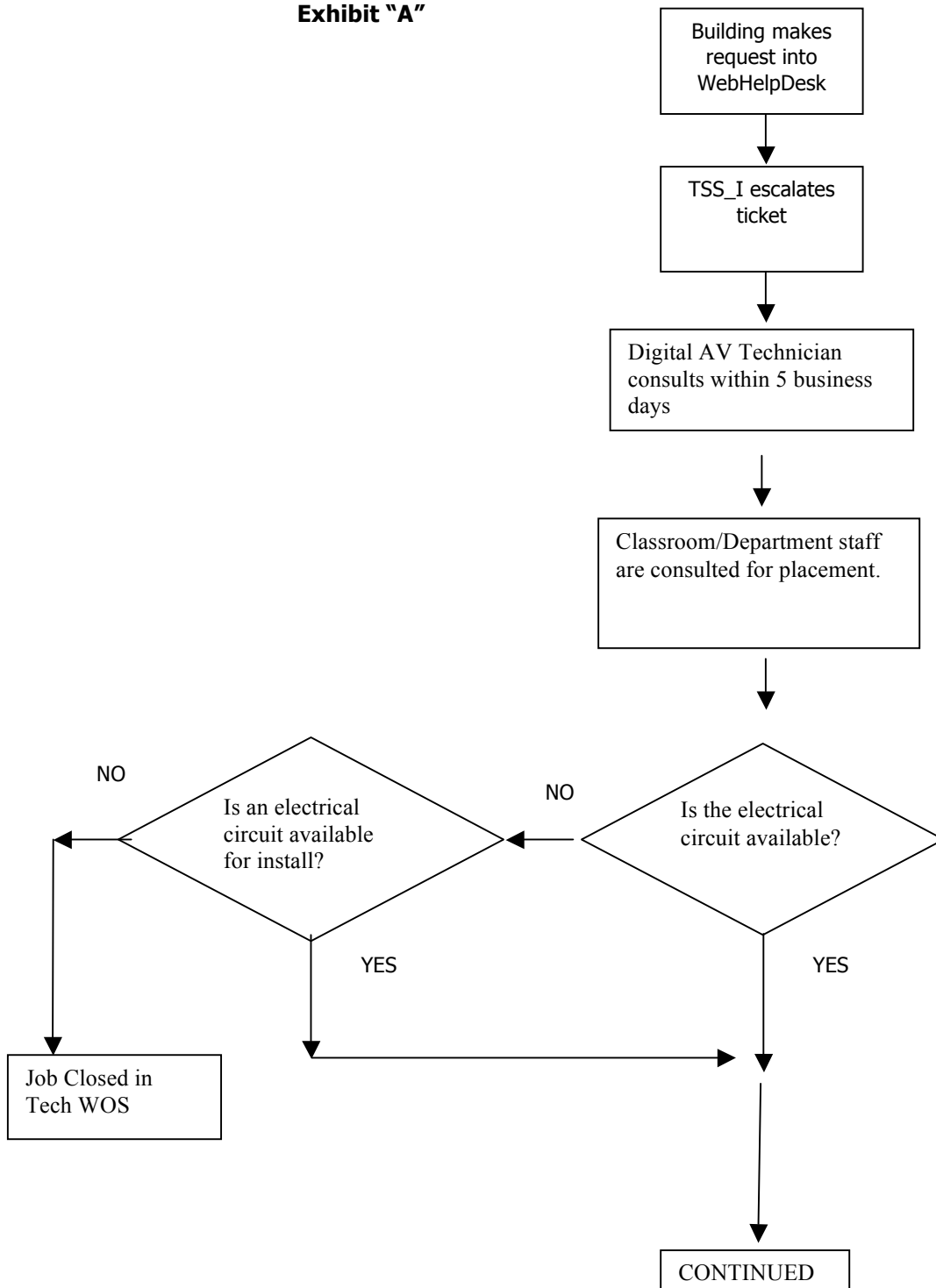
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### Exhibit "A"

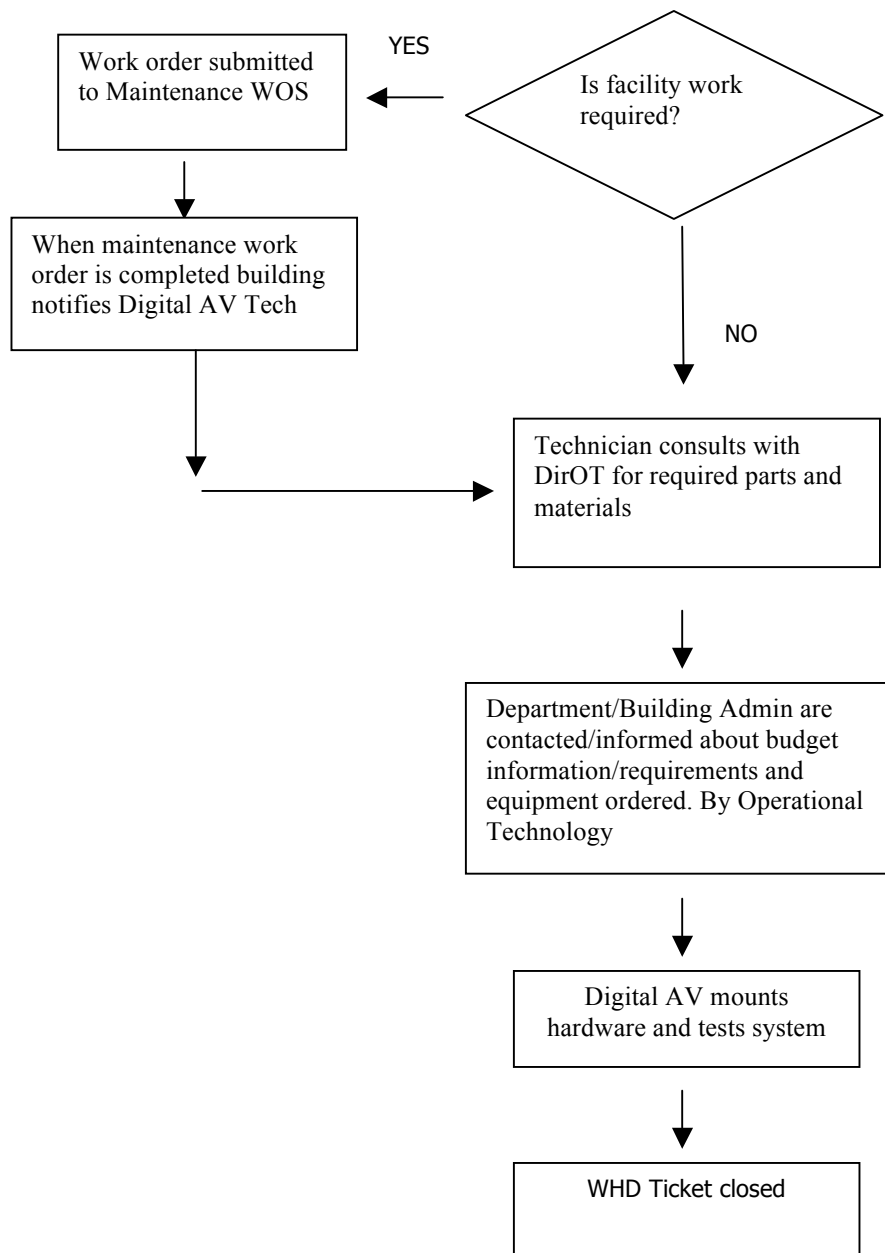


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**\*\* End of procedure \*\***