



# INFORMATION TECHNOLOGIES

UNM AV Consulting Service Level Agreement (SLA)

By

Information Technologies (UNM IT)

For

University of New Mexico (Customer)

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<b>Document Owner:</b>	Sally Bowler-Hill

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**Related/Referenced Documents:**

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# 1 General Overview

This is an SLA between the Customer and UNM IT to document the provision of:

- Consulting on audio-visual (AV) at no cost in UNM-operated buildings;
- The general levels of response, availability, and maintenance associated with the service;
- The responsibilities of UNM IT as a provider of the service;
- The responsibilities of the End-Users and Customers receiving the service; and
- The financial arrangements associated with the service.

This SLA shall be effective as of the Effective Date set forth on the cover page and will continue until it is revised or terminated.

## 2 Service Description

### 2.1 Service Scope

This service includes design, project management, and training on AV technologies for classrooms, computer labs, meeting spaces, and other areas on UNM's central and branch campuses. Designs must align with UNM IT Learning Environments classroom technology standards whenever possible. UNM IT's AV standards may be found in the [UNM Learning Environments Design Guidelines](#).

Lead times for the design, quotes, and installation of equipment depend on the scope of the project, space availability, site readiness, and availability of UNM IT Learning Environments staff and external vendors.

The scope of this service is limited to consulting, equipment installation, and user training. Ongoing technical support for completed projects is the responsibility of the requester. The UNM IT Learning Environments team does not provide ongoing technical support for completed projects as part of this service.

#### 2.1.1 Definitions

- End-User – Individuals and groups who use the spaces that are the subject of an AV consultation.
- Customer – The department and its representatives who request and approve AV consultation. The customer can include multiple individuals such as departmental leadership, IT Officers, local IT staff, and support staff. Responsibilities are outlined in *Customer Responsibilities in Support of the Service* section.

#### 2.1.2 End-User Expectations of IT for the Service

In general, end-user requirements for AV installations are identified by the Customer. Additionally, service deliverables are wide-ranging, from rough estimates for funding requests and quotes to replace a single piece of equipment, to managing complete AV installation projects. However, the following are core end-user requirements related to AV consulting:

- Impact of project installation on day-to-day operations in the space is minimized;
- Vendors follow UNM policies, wear appropriate identification, and know how to contact UNM IT Learning Environments staff with questions;
- Systems installed are within current UNM standards, unless deviation is specifically requested by customer; and
- Systems installed are supported by department or vendor, as determined by customer.

#### 2.1.3 Boundaries of Service Features and Functions

- This service is for UNM-operated buildings.

- Unless university or legislative funds have been specifically allocated for departmental space projects, UNM IT Learning Environments does not provide any funding support for equipment, vendor services, or maintenance contracts associated with AV and other classroom technologies in departmentally managed spaces.
- AV consultation services may be limited to basic consultation only regarding non-standard AV equipment not typically installed in UNM classroom spaces (e.g., visualization walls, smartboards).
- Equipment that is donated to departments by UNM IT is subject to the same support limitations as departmentally purchased classroom technology.
- UNM IT is not financially responsible for defects in vendor equipment installations.
- This service does not include centrally managed and scheduled classrooms that UNM IT manages in collaboration with the Office of the Provost and UNM Registrar. Support for these classrooms is defined in a separate SLA with those entities.

## 2.2 Service Level Performance

### 2.2.1 General Service Levels

- Maintain communication with the customer about consultation requests;
- Coordinate communication between vendors and the customer on consultation projects; and
- Adopt and maintain classroom technology standards that are broadly applicable to the campus environment.

### 2.2.2 Specific Service Levels

- Projects are completed within agreed upon project timelines; and
- User requirements are met.

## 3 Roles and Responsibilities

### 3.1 UNM IT Responsibilities in Support of the Service

UNM IT responsibilities and/or requirements in support of this SLA include:

- Provide consultation, design, purchasing and vendor support within the scope of requested projects for spaces that are not centrally managed and scheduled;
- Evaluate end-user requirements and use-cases, if requested by customer;
- Coordinate communication between vendors and the customer;
- Provide accurate estimates of equipment and service costs;
- Maintain classroom technology standards that are broadly applicable to the campus environment;
- Provide recommendations for replacing equipment and information regarding AV equipment replacement cycles prior to the next fiscal year budget cycle, when possible, to support planning and funding requests;
- Provide web access to self-service portal to request service;
- Provide information regarding project billing;
- Promptly refer any inquiries/complaints to the appropriate responsible team;
- Support continuous improvement efforts to develop and improve services for all service users; and
- Meet response times associated with the priority assigned to requests for this service.

UNM IT will bring to the customer's attention any situation in which extra time is required to support services due to lack of department staff knowledge, planning, or time to adequately fulfill the department's responsibilities.

### 3.2 Customer Responsibilities in Support of the Service

Customer responsibilities and/or requirements in support of this SLA include:

- Customer agrees to provide ongoing support for all technologies designed for and installed in these spaces;
- Identify, evaluate, and prioritize end-user requirements;
- Identify funding to replace AV technology when it reaches end-of-life or no longer meets end-user requirements;
- Provide access to spaces for UNM IT Learning Environments staff and vendors;
- Allocate sufficient lead time for the design, quotes and installation;
- Provide necessary time for equipment installation; and
- Complete agreed upon site readiness requirements, including power and data installation, furniture removal, or other facilities related tasks specific to the space;
- Provide access to the space and equipment, including adequate time for vendor installation as determined by IT Learning Environments;
- Contact UNM IT Service Owner for additions or changes in established service levels; and
- Comply with the following UNM Business Policies:
  - UAP 2500: Acceptable Information and Information System Use  
(<https://unmpolicy.policystat.com/policy/17085007/latest>)
  - UAP 2520: Access and Safeguarding Personally Identifiable and Controlled Information  
(<https://unmpolicy.policystat.com/policy/17084753/latest>)
  - UAP 2550: Information Security  
(<https://unmpolicy.policystat.com/policy/17084746/latest/>)
  - UAP 7710 Property Management and Control  
(<https://unmpolicy.policystat.com/policy/17221634/latest>)

## 4 Hours of Coverage and Escalation

### 4.1 Hours of Coverage

Support for Consulting on audio-visual (AV) for learning environments managed by departments is provided Monday through Friday, 8:00 a.m. to 5:00 p.m. No evening or weekend hours are provided.

### 4.2 Service Exceptions to Coverage

This SLA does not pertain to spaces governed by specific SLA's developed in partnership with individual departments.

### 4.3 Escalation

If you are not satisfied with the level of service on a request, please contact the Service Owner and if necessary, the UNM IT Service Manager.

<b>UNM IT Contact</b>	
Service Owner	Elisha Allen Director of Online Strategies and IT Academic Technologies <a href="mailto:elisha@unm.edu">elisha@unm.edu</a>
Service Manager	Sally Bowler-Hill Associate Director of Academic Technologies, IT Learning Environments <a href="mailto:sabh@unm.edu">sabh@unm.edu</a>

## 5 Service Requests

### 5.1 Service Request Submission

<http://it.unm.edu/support/> Service Requests can be submitted at the following URL: <https://unm.service-now.com/esc>.

### 5.2 Service Request Response

For all requests, UNM IT's objective is to acknowledge and assign requests within twelve (12) business hours of receipt. Requests for an initial consultation will be fulfilled within 10 business days. Timeframes for completion of the project will be agreed upon by IT Learning Environments, the requester, and contracted vendors associated.

Campus priorities may require exceptions during certain times of the Academic year.

## 6 Incidents

There is no incident response related to this service.

## 7 Maintenance and Service Changes

There is no specified maintenance window for this service.

## 8 Pricing and Billing

Pricing is agreed upon during project planning. The requester is responsible for all project costs. A UNM billing index must be provided for any purchases.

Charges for UNM IT services are billed monthly in arrears and post automatically to UNM departmental indices on the 1<sup>st</sup> business day of each month. Monthly bill details for UNM IT charges can be accessed using the UNM IT Billing Portal at <http://it.unm.edu>.

## 9 Reviewing and Reporting

### 9.1 SLA Reviews

UNM IT is responsible for facilitating reviews of this document. Contents of this document may be amended as required, provided mutual agreement is obtained from the primary stakeholders and communicated to all parties affected.


This SLA contains the complete agreement between the parties and shall not be changed, amended or altered except in writing and signed by each party.

## 10 Approvals

**UNM IT: University of New Mexico CIO**

By: Duane Arruti

Title: Chief Information Officer

Signature:   
Duane Arruti (May 4, 2026 10:25:26 MDT)

Date: 05/04/2026




# Classroom AV Consulting for Departmentally Managed Spaces IT SLA\_20260420

Final Audit Report

2026-05-04

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