



PVCC Information Technology Facility Use Service Provider Information

Scope of Service

- Provide technology support to facility use activities/events.

Timeline Requirements

- Normal operating hours: Monday-Thursday: 7 am-7 pm, Fridays: 7 am-5 pm. Summer hours: Monday-Thursday: 7 am-7 pm.
 - Service outside these hours is subject to staffing availability and at MCCCCD overtime rates.
- Technology requests should be made two weeks in advance to ensure staffing availability. Shorter lead times may result in denial of service.
- There is a one-hour minimum for services provided.

Process

- Business Services shall charge the requesting organization based on facility rental policy and rates.
- Technology Equipment & Services Requestors are based upon the type of event:
 - College Events - Services will be requested by the Instructor or Program Organizer.
 - College Co-Sponsored Events - Services will be requested by the Event Sponsor.
 - External Events - Services will be requested by Event Coordinator.

NOTE: Services must be ordered by a MCCCCD representative only, no requests made by external organizations or persons will be recognized. PVCC HelpDesk will be available to assist external representatives.
- Technology Equipment and Services must be requested from the Helpdesk web site: <https://www.paradisevalley.edu/employees/technology-helpdesk>
- Equipment, services and training (if needed) ordered from this site includes:
 - Presentation systems including projectors, screens, and classroom sound systems. IT equipment requirements should be discussed with the Manager of IT Operations.
 - Event support items including conferencing telephones, flip charts, and PA sound systems.
 - AV and technology training.
 - The request must include any special instructions at the time, e.g., if equipment needs to be set up in a specific layout, or a technician is required for the duration of an event. You can request to have a technician contact you to discuss the event requirements.
- Please allow for setup time for the event. Setups usually take less than 30 minutes, but if you are unsure how much time is needed, please speak with the Manager of IT Operations.
- Information Technology will reply within 24 hours of your request with an email verifying the date, time, location, and requested services/equipment. If you do not receive verification, or the email is incorrect, please call the Helpdesk at 7-7780.
- Changes requested by the Facility users at the time of the event will not be supported.
- Information Technology reserves the right to change equipment, layout, services and classroom to ensure a successful event. Should this be necessary, the Event Sponsor and/or Event Coordinator will be notified by the Manager of IT Operations of any significant changes.
- If a 25Live Facility Request is canceled, withdrawn, denied, or changed, the support request will be canceled/changed by the person who placed the order by calling 7-7780 and speaking with a technician.

Contact Information: PVCC Information Technology HelpDesk – 602-787-7871