

## Memorandum of Understanding

This Memorandum of Understanding (MOU) is entered into on ##/##/####, by and between Classroom Educational Technology Services (CETS) and Georgetown University's \*\*\* Department (the \*\*\* Dept.). This MOU will be reviewed annually and will be rescinded at the request of either party.

The purpose of the MOU is to provide a framework of Educational Technology assistance for the \*\*\* (building) \*\*\* (room number) AV Project (the Project).

CETS and the \*\*\* Dept. agree to work together in the true spirit of partnership to ensure that there is a united, visible, and responsive leadership of the Project, and to demonstrate financial, administrative, and managerial commitment to the Project by means of their combined, individual services.

The activities and services of the \*\*\* Dept. include, but are not limited to:

- 1) Consulting CETS' engineering department prior to the purchase and installation of technology.
- 2) Providing a comprehensive list of design requirements for the Project to CETS' engineering department.
- 3) Use of CETS' Core Technology and Customized Technology Design for the Project's Educational Technology.
- 4) Use of CETS-approved vendors to purchase equipment and to contract installation and services.
- 5) Supply copies of dated receipts for purchases and contracted installation and services.
- 6) Supply of a PC that meets our requirements for system compatibility.
- 7) Two contacts from the department, identified below, who will be trained to provide tier 1 support and expected to monitor the functionality of the Project after installation. In the event either contact leaves the department, replacement contact info must be supplied within 10 business days.
- 8) Maintenance of a small inventory of consumables to ensue consistency in the functionality of the Project.

The activities and services of CETS include, but are not limited to:

- 1) Analysis of requirements and system design.
- 2) Periodic inspection of contractor installation progress.
- 3) Assistance in communication with vendors and contractors.
- 4) Installation of the University's standard classroom disc image on PC for Projects expected to serve scheduled classes.
- 5) Phone support for the \*\*\* Dept. tier 1 contacts.
- 6) Tier 2 Technology Zone Manager (TZM) support within 1 Business day of email notice to cets@georgetown.edu, assuming unfettered access to the Project.

7) After notification by the TZM, Tier 3 Engineering Department support for failed equipment warranty replacement by vendor, or Core Technology consultation for out of warranty equipment.

\*\*\* Dept's Tier 1 Contacts:

|       |       |       |
|-------|-------|-------|
| _____ | _____ | _____ |
| Name  | Phone | Email |

|       |       |       |
|-------|-------|-------|
| _____ | _____ | _____ |
| Name  | Phone | Email |

The terms of this MOU will become effective: ##/##/####

|          |       |        |
|----------|-------|--------|
| _____    | _____ | _____  |
| For CETS | Phone | Net ID |

|               |       |        |
|---------------|-------|--------|
| _____         | _____ | _____  |
| For *** Dept. | Phone | Net ID |