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 This MOU will be reviewed annually and will be rescinded at the request of either party.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