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HOLY REDEEMER HOSPITAL HEALTH SYSTEM

INFORMATION MANAGEMENT

POLICY AND PROCEDURE

Title:

Presentation Setup Assistance Request

Approved by:
    Charlie Wilson

    Date: 3/23/06

Reviewed/Date:

PURPOSE:

To define proper method of requesting assistance for presentation setup and computer connectivity in any of the audiovisual presentation rooms (i.e. Auditorium) within the Holy Redeemer Health System enterprise.

POLICY:

ALL presentations that are to be given in an HRHS facility **MUST** be delivered on an HRHS owned and designated asset (laptop). In order to reserve a laptop, the requestor, or whomever is setting up the presentation will need to call in a Helpdesk ticket 48 hours prior to the meeting so that Information Management can arrange for equipment loan, pickup/signout and in order to ensure that everything is working properly. If necessary, test run of the presentation and demonstration on proper use of equipment will be performed.

Prior to the presentation, the following will need to occur:

- Prior to contacting the Information Management Helpdesk, be sure to contact the Meeting Line (82200) to book your room for presentation.

- Contact the Information Management Helpdesk at 83900 (215-938-3900) to open a new ticket. Specify to the Helpdesk that you need assistance with the setup of your presentation including equipment and instruction as needed and date/time of presentation. The Helpdesk analyst will open a ticket and route to the Audiovisual queue for proper handling by an Information Management analyst. The assigned analyst will contact the requester/presenter to coordinate and provide assistance needed.

- The final version of the presenter's presentation file will need to be emailed to Information Management analyst at a minimum of 4 hours before the actual presentation so that it can be loaded on to the HRHS laptop. If the presentation is to be held early in the morning, the file will need to be emailed to IT by 12noon the day before the presentation, Monday through Friday during business hours. Once the final file is loaded on the laptop, no changes should be made to the presentation file.

- The presenter, or responsible party from the requestor's department will need to pickup and signout the HRHS designated asset(s) using the proper signout form. The signout form can be found in the large blue binder entitled, 'LCD and Laptop Signout Book' in the Admin. Asst. area (Hyacinth Mitchell) of the main I.S. area. This may include laptop, portable LCD projector, cable or remote. **The presenter, or responsible party picking up the equipment and the I.S. staff member providing the equipment must check all components which are being loaned and document as needed on the signout form. Example: if the auditorium laptop is being loaned, the components in the laptop case include: laptop, power supply and cord, mouse, network cable, mouse pad, etc.**

- If presenter has never setup presentation equipment in the meeting room prior, the presenter should indicate that to the Helpdesk when the ticket is initially opened in order for equipment orientation to take place when the Information Management analyst is in the company of the requester/presenter. If the presenter is already familiar with equipment setup, the presenter may proceed with setup of the equipment using step-by-step instructions which may be provided as reference. Instructions for the Auditorium and Conference Rooms can be found on the Holy Redeemer Health System Intranet under the Education menu, see Audio Visual Presentation Reference Material'. Additional instructions can be provided upon request.

After the presentation is completed, the following will need to occur:

- The presenter or responsible party will return the HRHS designated asset(s) to the Information Management department and sign the appropriate logbook for equipment return. The HRHS designated asset(s) should be placed in their original cases and all cables be returned promptly. **The presenter, or responsible party returning the equipment and the I.S. staff member receiving the equipment must check all components which are being returned and document as needed on the signout form. Example: if the auditorium laptop is being returned, the components in the laptop case include: laptop, power supply and cord, mouse, network cable, mouse pad, etc. Any missing or broken components will be charged to the affected cost center.**

- **If the presenter's file was copied to the laptop hard drive or desktop**, the presenter's presentation will be erased off the hard disk of the HRHS laptop in the view of the presenter.

- The Information Management Analyst will close the ticket.

See next page for Process Flow Diagram.

Process Flow:

```
Requester/Presenter                          Information Management
Opens Helpdesk Ticket                        Analyst requests
        |                                    presentation file from
        |                                    Requester/Presenter
        v                                            |
Ticket is Assigned to                               v
Information Management                        Information Management
Analyst                                      Analyst assists Requester/
        |                                    Presenter with setup
        |                                            |
        v                                            v
Information Management                        Requester/Presenter
Analyst contacts                             conducts his/her
Requester/Presenter                          presentation
        |                                            |
        v                                            v
Requester contacts                           Requester/Presenter
Hyacinth to schedule                         returns equipment to
laptop/other equipment                       Information Management
needed for Presentation                      and signs appropriate form
        |                                            |
        v                                            v
Info Mgt Admin Asst                          Information Management
(Hyacinth) books                             Analyst removes
equipment in Outlook                         presentation file from
schedule and updates                         laptop HD or desktop if
Helpdesk ticket.                             needed
        |                                            |
        v                                            v
Requester/Presenter picks                    Information Management
up equipment from                            Analyst closes the ticket.
Information Management
and Signs Appropriate
Signout Form
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