

Conference/Event Booking

All requests for technical/IT assistance at events to be held in the Forum should be made via the support form by the nominated Informatics event co-ordinator (IECC). Such requests should be made at least 1 week in advance of the event.

In most cases these will be from the School Office (especially for external users) but requests may also come from other admin staff. They will also need to be made aware of the policy.

The request will be placed in a dedicated "Events" queue within RT which will be visible by both the technicians and COs.

Where the School Office is making the request, both members will be added as requestors to ensure that information is suitably disseminated. All tickets should have an owner and appropriate admincc's added.

At the point of booking, the event organiser should be directed to the web pages describing the AV facilities within the Forum (<http://www.inf.ed.ac.uk/systems/AV>) and it is the responsibility of the event organiser to ensure that their requirements are clearly communicated to the IECC. Event organisers should not approach the technicians or COs directly but should direct any questions in the first instance to the nominated IECC.

The IECC should attach the Organiser eChecklist to the RT ticket where any technical/IT support is required.

The IECC should advise event organisers wishing to use our AV facilities to book a 'dry-run' in advance of their event particularly where they intend bringing any equipment of their own (e.g. for live streaming). Should they wish to do this, then this should be added to the support ticket and arrangements can be made for the necessary support to be available to run through the facilities subject to other work commitments.

To run through the basic facilities should not require technical support. (If it is just to demonstrate the buttons on the podium, the servitor might do this) Reception staff will need to be notified when microphones are requested to ensure that they are charged/there are sufficient batteries.

Technicians/COs do not provide technical support for external events and do not provide out-of-hours cover.

Where the event requires tables/power sockets/network ports, this should be communicated via a floor plan which can be attached to the RT ticket.

By default, the ports on the ground floor will be set to Conf110.

Requests for wireless accounts need to be made to lstts@ed.ac.uk by a member of staff (e.g. academic organising the conference). Each account is £1. Once they have been processed, they will be sent in a pdf format to the requester and it is up to them to manage the distribution of them and ensure that the account users sign the Computing Regulations:

<http://www.ed.ac.uk/schools-departments/information-services/about/policies-and-regulations/computing-regulations>

*Bulk wireless accounts should never be created using the guest wireless account scheme outlined at <http://www.ed.ac.uk/schools-departments/information-services/services/computing/desktop-personal/wireless-networking/wlan-guest-staffreg>. That scheme is designed to allow individual members of staff to arrange wireless accounts for their individual visitors. It is *not* designed to be used to provide support for events.*