Part 1   General

1.1   Summary

.1   Unless otherwise indicated, follow the guidelines below when planning for Operation and Maintenance of Audio-Video Communications. These guidelines are not intended to restrict or replace professional judgment.

.2   Operation and maintenance of the AV systems in McGill University's public classrooms and laboratories, as well as some facilities managed privately by individual faculties, is carried out by **Audiovisual Services (AVS)**, a unit within **IT Infrastructure and Information Security (IIS)** [formerly Network Communications Services (NCS)], a division of McGill's **Information Technology Services (ITS)**. Generally, AV operations can be divided into 2 parts:

.1   AV Installations in new or renovated rooms
.2   Maintenance and repair of AV systems (new or existing)

Within these 2 general categories, an AV contractor/subcontractor can be mandated by the university to work in different ways. The following sections outline the different possible mandates.

Part 2   AV Installations in New or Renovated Rooms

Generally, as far as new installation projects are concerned, the exact nature of the interaction between McGill University and the AV contractor is varied. The different types of interaction are based on which parts of the project, AV specific, are carried out by McGill University directly and which parts are the responsibility of the AV contractor.

2.1   Design/Installation

Design and/or installation are carried out in the following ways (from most to least prevalent):

.1   The AV system design shall be provided to the AV contractor by McGill University, and the AV contractor shall procure and install all equipment specified in the provided AV design documents.

.2   The AV system design shall be produced by one AV contractor, while the procurement and integration of all equipment specified in that design shall be done by a second AV contractor. (In this case, IIS-AVS acts as subject matter expert (SME) on behalf of the university, with final approval on the AV solutions proposed, and the acceptance of the installation).

.3   In exceptional cases only, the AV contractor may be called upon to do the AV design as well as the procurement and installation of the AV equipment. (As with the previous case, IIS-AVS acts as subject matter expert (SME) on behalf of the university, with final approval on the AV solutions proposed, and the acceptance of the installation).

2.2 Programming of AV Automation Systems (Crestron)

AV programming on new projects will be done in one of the following ways:

.1 The McGill Standard Crestron User Interface (UI) shall be provided to the AV contractor in a compiled state, complete with a SIMPL Windows program, to be run in Slot 2 of the Crestron processor. The AV contractor will provide the Crestron programming necessary for the control of the rest of the AV system, to be run in Slot 1 of the Crestron processor. Communication between the touch panel and the program provided by the AV contractor will be accomplished via "Ethernet Intersystem Communications".

.2 The McGill Standard Crestron User Interface (UI) shall be provided to the AV contractor in an uncompiled state, and the AV contractor shall provide all Crestron programming necessary to make the user interface and AV system function accordingly. All proposed changes to the McGill Crestron UI to be approved by IIS-AVS prior to implementation. (This model is only relevant for custom installations) .

.3 McGill University shall provide all programming necessary (User Interface and Control programs) for the function of the AV system. The AV contractor shall procure and install all necessary AV equipment.

Part 3 Maintenance and Repairs

IIS is the unit within ITS mandated to award contracts for AV service and/or repair. At times, the AV contractor may be called upon to provide service and/or repairs to AV capable rooms on campus. The nature of the interaction between McGill University and the AV contractor with respect to service and repairs is dependent on whether the work is to be done in a new/renovated room or in an existing room.

3.1 Maintenance of new or renovated rooms

For service and/or repair of recently renovated rooms, the AV contractor shall act in accordance with the service requirements stipulated within the tender documents of the renovation project. These service requirements may vary on a per project basis. (Typically, the AV contractor provides a 1-year warranty for labour).

3.2 Maintenance of existing rooms

In the case of existing rooms on campus, without a prior service agreement of some kind, McGill ITS will manage the interaction with the AV Contractor directly.

Part 4 Definitions

.1 **AV Contractor:** An AV firm external to McGill University, qualified by IIS-AVS to procure and install AV equipment in the context of renovation projects on campus. These external partners may also be called upon to provide other services periodically (i.e., design, programming, technical support). AV Contractors may be mandated by IIS-AVS directly, or by a General Contractor in the context of construction projects managed by McGill Facilities, in which case they are referred to as the "AV Subcontractor".

.2   **AVS:** *Audiovisual Services.* AVS, is one of the teams making up IT Infrastructure and Information Security (IIS), a unit within McGill's Information Technology Services (ITS). The Audiovisual Services portfolio provides professional AV services for new builds and renovation projects including AV project management, design, and programming; and provides technical support for existing public classroom AV systems across campus. AVS is also referred to as **IIS-AVS**.

.3   **IIS**: *IT Infrastructure and Information Security.* IIS is a division of McGill Information Technology Services (ITS) that encompasses 7 unique teams including, but not limited to, Audiovisual Services (AVS) and Telecommunications Infrastructures and Systems (TIS). IIS was formerly known as Network and Communication Services (NCS).

.4   **ITS**: *Information Technology Services.* McGill IT Services (or ITS) serves McGill students, faculty, academic and administrative support staff, and alumni. It is composed of six units that work together to provide comprehensive IT services (including Wi-Fi, email, campus printing, software, and more) as well as client care (such as the IT Service Desk, IT Knowledge Base, and IT project management and delivery) to the McGill community. IT Infrastructure and Information Security (IIS) is one of the units within McGill ITS.

.5   **TIS:** *Telecommunications Infrastructures and Systems***.** TIS is one of the teams making up IT Infrastructure and Information Security (IIS), a unit within McGill's Information Technology Services (ITS). TIS installs and maintains physical network and physical security components across McGill's campus. TIS is also referred to as **IIS-TIS**.

Part 5   **Related Technical Sections**

The technical sections of the McGill Building Design and Technical Standards should be consulted with the current document, most notably (but not limited to) the following:

Section Number	Title of Section
27 40 01	**Scope of Work for Audio-Video Design**
27 40 02	**Scope of Work for Audio-Video Installation**
27 40 03	**Scope of Work for Audio-Video Maintenance and Repairs**
27 41 01	**Standard Audio-Video Products**
27 41 02	**Standard Audio-Video Installation Practices**
27 41 03	**Standard Audio-Video Automation System Implementation**

END OF SECTION