

Service Blueprint: *conferencing and collaboration*

	Web/Kiosk	Service Point/Call Center	Presentation Spaces	Group Studies	Teaching Spaces (T&V, Creativity, Seminar)	Documentation & Tutorials
Physical Evidence or Communication Channels	<ul style="list-style-type: none"> Web site and online scheduling system Physical kiosk touch screens with reservation system 	<ul style="list-style-type: none"> Service people Bookable equipment for checkout 	<ul style="list-style-type: none"> Immersion Theater, Gaming, Presentation Practice rooms Mobile video cart Call buttons in spaces for reporting problems / asking for help 	<ul style="list-style-type: none"> Small, medium, and large group studies Light weight conferencing equipment Software 	<ul style="list-style-type: none"> Teaching and Viz, Creativity Studio, Video Seminar Room HD Conferencing Equipment Software Call buttons in spaces for reporting problems / asking for help 	<ul style="list-style-type: none"> Use policies User tutorials for connecting and capturing content Technical documentation on capabilities
Customer Actions (see journey map)	<ul style="list-style-type: none"> View options for conferencing View/participate in live or recorded content Schedule a room and conferencing technology, request video cart/equipment View schedule of activities 	<ul style="list-style-type: none"> Assistance with booking room or choosing technology Checkout auxiliary equipment Wayfinding Get assistance with conferencing problems 	<ul style="list-style-type: none"> Capture a presentation, conference, or event, save to personal device or personal space Broadcast to overflow space within library Broadcast web stream to remote participants Request mobile cart for video conference 	<ul style="list-style-type: none"> Start up web video chat (eg, Skype) Start up WebEx collaboration, record session Start or join an audio conference? Cloud-based collaboration Share multiple laptops to large screen/s 	<ul style="list-style-type: none"> Capture a presentation, conference, or event, save to cloud/MediaSite Broadcast to overflow spaces or remote viewers Start HD video or web video conference Start or join voice conference Start up WebEx collaboration, record session TeamSpot multi-user collaboration 	<ul style="list-style-type: none"> Access documentation and tutorials Ask questions related to policies and procedures
Front-line Staff Actions (Public services)	<ul style="list-style-type: none"> Respond to requests for cart/equipment and take it to room Respond to help requests and setup requests Schedule assistance for users doing conference & collaboration Maintain marketing & outreach related to collaboration 	<ul style="list-style-type: none"> Assist with booking issues Manage tickets from scheduling system for setup & breakdown of activities Tier I troubleshooting of connection issues Check out auxiliary tech items /carts 	<ul style="list-style-type: none"> Assist with booking issues Respond to tickets from scheduling system for setup & breakdown of activities Tier I troubleshooting of connection issues Deliver auxiliary tech items /carts 	<ul style="list-style-type: none"> Assist with booking issues Respond to tickets from scheduling system for setup & breakdown of activities Tier I troubleshooting of connection issues Deliver auxiliary tech items /carts 	<ul style="list-style-type: none"> Assist with booking issues Respond to tickets from scheduling system for setup & breakdown of activities Tier I troubleshooting of connection issues Deliver auxiliary tech items /carts Basic technology reset 	<ul style="list-style-type: none"> Maintain policies and procedures Create tutorials
Behind the Scenes Staff Actions (IT and Facilities staff)	<ul style="list-style-type: none"> Maintain scheduling and request systems 	<ul style="list-style-type: none"> Respond to tickets escalated from Tier I service staff for troubleshooting Assist on-call for complicated setups 	<ul style="list-style-type: none"> Tier II and Tier III support of equipment and connection issues Support for post-production problems with captured content 	<ul style="list-style-type: none"> Tier II and Tier III support of equipment and connection issues Support for post-production problems with captured content 	<ul style="list-style-type: none"> Custom or specialized conferencing & collab setups Tier II and Tier III support of equipment and connection issues Furniture resets Complex technology resets Support for post-production problems with captured content 	<ul style="list-style-type: none"> Maintain portal for tutorials
Support and Systems (Stuff)			<ul style="list-style-type: none"> Mobile video conference cart Equipment maintenance – mobile and fixed video systems 	<ul style="list-style-type: none"> IP Phone? Web cam and computer Dual monitors Laptop collaboration connections (wireless? Wired?) 	<ul style="list-style-type: none"> Video conferencing systems WebEx or other conferencing software IP phones Streaming video infrastructure Mediasite TeamSpot? 	