Standard Operating Procedure for Event requiring CON IT Support

This procedure is to be followed regarding any requests for CON IT to provide equipment or IT support for Events.

Event Requestor section

- o The Event Requestor is responsible for this section
- o An Event Request form must be submitted to formally request CON IT Assistance in setting up an event, IT Staff support, or IT Equipment for it.
  - o Form Link: nursing.fau.edu/av
- o The form should be filled out with as much information as possible while also providing accurate information.
- o The form should be submitted no more than 30 Days in advance and no later than 48 hours before the events. (Additional planning and advance submission of Event Request Form, as soon as possible, is required for large public events with non-FAU participants/registrants)

CON IT section

- o The Nursing IT department is responsible for this section.
- o Upon receiving an Event Request Form, we will review and reach out to schedule a Teams/Zoom Meeting to discuss the finer details regarding the event.
- o If an online meeting cannot be scheduled, we schedule a date for an in-person meeting.

Changes to Event section

- o The Event Requestor is responsible for this section.
- o If there are any changes to the Event, whether it is location, time, presenter, etc. One of the following options can be done:
  - o An email must be sent to nurhelp@health.fau.edu identifying the changes.
  - o A response to the original Event ticket can be sent identifying the changes.
- o Any changes to the media being presented must be brought forth before the day of the event.
- o To note, any changes sent via email directly to the IT Personnel will not be honored.