

Procedures for booking, use and demonstration of the 3Sixty.

April 2012

1. The *3Sixty induction* is a 30-90 minute training session given by a designated member of University of York AV Services (currently Eve Firth). The induction may be *Standard*, *Advanced* or *Full* depending on the depth and breadth of technical coverage; all of these are sufficient to make a person a *trained 3Sixty user*.
2. A *responsible person* is an employee or student of the University, or an outside partner with a written agreement with the University (e.g. a contract with York Conferences) who is a trained 3Sixty user who has booked the 3Sixty. Only a trained 3Sixty user or relevant university staff member acting on behalf of a trained 3Sixty user may book the 3Sixty and become the responsible person for that booking.
3. The responsible person assumes responsibility for the 3Sixty during the booking, including being accountable for appropriate care of the facility and leaving it as they found it.
4. The *booking administrator* is the first point of contact for all bookings. S/he has access to book the space on Planon and keeps the list of trained 3Sixty users. This role is currently fulfilled by the assistant to the Hub Business Manager (Rachel Fuidge). The list of trained users is updated on the advice of AV after an induction has taken place and reviewed yearly by CTC, AV and Hub Business Office.
5. Clashes are handled first by the booking administrator attempting to find an alternative slot for the newer booking request, then if appropriate (e.g. a newly-requested short event taking a small part of the time of an existing longer booking, or if the existing booking is for *development*) seeking accommodation by the existing booker. Disputes are referred to the Director of CTC or in his/her absence the Hub Business Manager. CTC reserves the right to cancel bookings that do not generate revenue in favour of those that do.
6. Apart from *Demonstrations* (see 7 below), once a booking is made, the responsible person is assumed able to operate the 3Sixty during their event. Any further support needed from AV, the Hub Business office or CTC must be organised by the responsible person.
7. Both internal and external parties may be interested in *demonstrations* of the 3Sixty, and CTC wishes to support these so far as possible. The *demonstrators* are trained 3Sixty users who have an academic or business interest in the success of the 3Sixty who can be called upon to give demos and tours for visitors. These are:
 - a. CTC director, associate and manager. Currently John Robinson, Philip Morris and Andrew Bettany.
 - b. Hub business manager and associate. Currently Grahame Brown and Rachel Fuidge.
 - c. York Conferences representatives. Currently Sian Fraser, Katherine Whitbourn-Hammond, Claire Bennett.

- d. AV support. Main contact currently Eve Firth. Called in for support of business-critical and sensitive demos.

When a member of the University or an outside organisation requests a demo, the normal booking process is:

1. The requester contacts the booking administrator.
2. The booking administrator makes a judgement on the basis of who the requester is and what they would like to get from the demo/tour as to the order in which to approach demonstrators. Normally internal requests for demos with possible academic, teaching or research outcomes will be serviced by CTC (the 'a' list above), external requests tied to a commercial conference booking where the 3Sixty is to be used for simple display and presentations will be serviced by York Conferences (the 'c' list above) or the CTC manager (Andrew Bettany), and other industry and external liaison by the CTC manager or 'b' list above.
3. The first available demonstrator on the appropriate list will become the responsible person for the session and deliver the demo/tour.
4. The booking administrator makes the booking and ensures that the requester and demonstrator are put in touch.
5. The demonstrator then delivers the demo/tour.