

Helix Server and Bristol Community College

Scope of Services

- How does your campus want to use **Helix Media Server**?
- Who would be using the **Helix Media Server**? (Department/school/group/etc.)
- Will you be using **Helix Media Server** in Blackboard Vista, Blackboard Learn, or other LMS/integration?
- How many faculty/students are you anticipating will be using **Helix Media Server**?
- When would you like to begin using **Helix Media Server**?
- Do you currently use a similar **Helix Media Server**? Or is this a new **Helix Media Server** you'd like to use?
- What other technical considerations should we know about?

Service Level

- What type of technical support is required in using **Helix Media Server**?
- End User Support
- Estimate number of incidents for year

Technical Contacts

Name	Phone	Email