

AV System Baseline Review

- ☐ List all installed AV systems
- ☐ Document age and condition
- ☐ Identify unsupported or obsolete gear
- ☐ Note system topology & signal flow
- ☐ Capture photos of every equipment location
- ☐ Document points of failure
- ☐ Determine what control systems are running and who programmed them
- ☐ Identify rooms with inconsistent hardware (highest cause of user confusion)
- ☐ Identify any warranty or applicable support contracts

Monthly Preventative Maintenance

- ☐ Check projector/LED display health
- ☐ Test audio sources & microphones
- ☐ Verify DSP and amplifier settings
- ☐ Inspect cabling for wear
- ☐ Power-cycle devices that require it
- ☐ Validate control system functionality
- ☐ Review event logs for errors
- ☐ Test network switches supporting AV-over-IP
- ☐ Confirm USB extension and camera performance
- ☐ Ensure firmware versions are up to date

AV Budget Planning

- ☐ Add preventative maintenance line items
- ☐ Include calibration and tuning
- ☐ Plan for replacements (3–7 year cycles)
- ☐ Allocate for emergency rentals
- ☐ Track aging hardware
- ☐ Budget for training users and staff
- ☐ Include annual AV system health assessments

SOP Documentation

- ☐ Power-up / power-down procedures
- ☐ Room reset procedures
- ☐ Meeting support workflow
- ☐ Troubleshooting steps
- ☐ Escalation path
- ☐ Event-day checklist
- ☐ Who maintains room scheduling panels
- ☐ Clear standards for cable labeling and storage

Inventory Control

- ☐ Tag every device
- ☐ Track location changes
- ☐ Document loaned equipment
- ☐ Track firmware versions
- ☐ Log all repairs
- ☐ Record serial numbers and warranty info
- ☐ Document which rooms have unique configurations

AV Forecasting

- ☐ Identify frequently failing components
- ☐ Track room usage patterns
- ☐ Monitor which gear is aging out
- ☐ Plan for seasonality (events, conferences)
- ☐ Track display brightness levels
- ☐ Identify rooms requiring standardization

Usage Insights

- ☐ Track peak times
- ☐ Note high-demand spaces
- ☐ Flag recurring pain points
- ☐ Document user feedback patterns
- ☐ Identify rooms frequently used for high-stakes meetings
- ☐ Monitor which features users struggle with most (BYOD, USB, cameras, etc.)

Cost Reduction Steps

- ☐ Compare rental vs upgrade costs
- ☐ Standardize room configurations
- ☐ Maintain spare kits
- ☐ Prevent duplicate purchases
- ☐ Create a single source of truth for AV documentation
- ☐ Use data-driven decisions to decommission or repurpose equipment

Essential Skills IT Staff Need

- ☐ Basic signal flow
- ☐ Microphone types & use
- ☐ Control system basics
- ☐ Room support procedures
- ☐ Equipment Scheduling
- ☐ Troubleshooting fundamentals
- ☐ AV-over-IP foundations
- ☐ Camera framing & video call optimization
- ☐ Basic gain structure adjustment & impact of room acoustics

What an AV Platform Should Provide

- ☐ Inventory tracking
- ☐ Preventative maintenance workflows
- ☐ Room profiles
- ☐ Event support tools
- ☐ Documentation storage
- ☐ Lifecycle and replacement planning
- ☐ Reporting & analytics
- ☐ User-friendly interface for non-AV experts