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Quick Reference Guide To: How to Deliver Commissioned Content to ITV

Your programme has been commissioned and you have been asked by ITV to deliver a piece of content. What do you need to do and who are the contacts along the journey?.....

Firstly, you will need to know who your Compliance Advisor is. If you've not been provided with a contact then email compliancecommissioned@itv.com. Your Advisor will be able to provide you with legal advice along the journey and will be able to provide you with lots of key information such as your unique Production Number. Another key contact is your Commissioner. They may require some deliverables from you so it's best to have that discussion directly with them.



Within this guide you will find a list of frequently asked questions with links to more detailed documents.

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2. My programme isn't live; so what exactly am I delivering?
3. Where do I get my Production/Clock Numbers from?
4. Where can I get my tech spec to file deliver?
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12. What does 'PasC' mean and what actions do I need to take?



1. My programme will be transmitted live. Does this make a difference?

Yes, you will need to contact connectivity@itv.com as they manage all live broadcasts on ITV. They will also be able to provide you with your post transmission deliverables for archive purposes.

2. My programme isn't live; so what exactly am I delivering?

You need to deliver your programme on file. If you need to discuss that further then please contact ContentOperations@itv.com.

3. Where do I get my Production/Clock Numbers from?

As mentioned on page 2; please contact your Compliance Advisor directly.



4. Where can I get my tech spec to file deliver?

Your tech spec can be found [here](#). The file should be a DPP AS-11. This spec is now an industry standard and every reputable post house should be in a position to create one. Alongside the file you will need to provide the following.....

- AQC Pass Certificate (to include PSE & R128 test)
- Eyeball QC Certificate. [Click here for further details](#)
- PSE Pass Certificate

Once you have delivered your file it will not be QC'd by anyone else so the responsibility for that lies firmly with you. If you have any technical queries then please contact Bill Brown (Head of Media Standards) via email (bill.brown@itv.com) or via telephone (07808 632285).

5. Where do I deliver my DPP AS-11 file to?

Your Post House need to upload the file to ITV's internal Content Services Department called 'ITV Content Delivery' via Signiant MediaShuttle. If your Post House have never delivered direct to ITV Content Delivery then please email contentoperations@itv.com and we will on-board them. Content Delivery will take receipt of your file, prepare it and then deliver it to a secure internal isilon for safe storage. ITV will then distribute the file to the relevant linear or non-linear client/platform. It is your responsibility to make Content Operations (contentoperations@itv.com) aware of any delays in delivering your programme and they should be contacted if you experience any issues with uploading the file.

6. I need to ensure that my programme has the ITV 'Look & Feel'. How do I make this happen?

The first thing to do is to register onto <http://brand.itv.com/>. That website will provide you with invaluable information and this one will explain all of ITV's End Credit Rules. If you have any queries on this then please contact brand@itv.com.

7. Can I make amendments to my programme after I've delivered it to Content Delivery?

No, you can't just redeliver your show with the same production number. If you need to make changes then you would have to contact ContentOperations@itv.com and they will provide you with a recall form. Once that form has been submitted Content Operations will make a decision as to whether the programme can be recalled or not.

8. Where do I send my Post Productions Scripts to?

Please email post production scripts for subtitling purposes to accessservicesco-ords@itv.com and contentoperations@itv.com



9. What do I do if I have queries around part durations and the total runtime of my programme?

The durations will depend on a number of different factors so you should first review the “[ITV Running Times](#)” document but if you have any queries then please email your respective channel and copy in ContentOperations@itv.com for info:

ITV: itv-scheduling-group@itv.com

Other ITV Channels: linear-channels-scheduling-group@itv.com

10. Who do I send my Billings ‘TV Listings’ information to?

You’ll need to hit [this link](#) and then from there you can fill in the relevant form. If you should have any questions regarding this topic then please contact itv-schedules@ebs.tv and itv-schedules@pa.media

11. When will my programme be seen by the viewers?

Your Commissioner will be best placed to give you an idea of when ITV plans to transmit your show on one of our linear channels. If your programme is being shown exclusively on the ITV Hub then please contact Jake.Williams@itv.com, Jenny.Green@itv.com and copy in ContentOperations@itv.com

12. What does ‘PasC’ mean and what actions do I need to take?

PasC stands for ‘Programmes as Completed’ and it’s a form which will end up containing all kinds of information about your programme such as which music tracks have been used and the talent/contributor contacts etc. All of the key information can be found via [this link](#) including the relevant contacts at ITV.