

NIH Web Collaboration Service-Level Description

STANDARD SERVICE DESCRIPTION	
Web Collaboration Services	<p>Web Conferencing keeps people in touch by providing the ability to easily present and share information in virtual online meetings—anywhere or anytime—using a computer with Adobe Flash Player, Internet connection, and optional webcam. The NIH Web Collaboration team:</p> <ul style="list-style-type: none"> • Provides Adobe Connect to the NIH Community (https://webmeeting.nih.gov), up to 500 concurrent users. • Provides Adobe Connect training: live (through CIT Training) and online. • Facilitates the integration of audio conferencing with Adobe Connect through supported teleconference providers. • Provides online FAQ, tutorials, and other information (http://webcollaboration.nih.gov).
Monitoring Services	<ul style="list-style-type: none"> • Electronic monitoring and personnel on duty—Monday through Friday, 9:00 am to 5:00 pm EST.
Backup Services	<ul style="list-style-type: none"> • Redundancy provided by three dedicated Connect servers. • Nightly backups are stored for 30 days.
Services Not Included	<ul style="list-style-type: none"> • Desktop computer support, such as configuration or application installation, except for: <ul style="list-style-type: none"> ○ Adobe Connect meeting add-in ○ Adobe Connect Outlook plug-in ○ Adobe Connect Mobile apps ○ Adobe Connect Desktop • Resolution of problems caused by the improper use or abuse of equipment and/or infrastructure components. • Support for protocols or hardware not supported or recommended by CIT.
SERVICE AVAILABILITY	
Service Coverage	<ul style="list-style-type: none"> • CIT provides Web Collaboration remote support Monday through Friday from 9:00 am to 5:00 pm EST.
Service Availability	<ul style="list-style-type: none"> • CIT will provide 99.9% system availability for web meetings. • CIT will provide 99.9% availability of resources to support services, exclusive of scheduled maintenance activities. • CIT will ensure 99.9% reliability of archives. • In the unlikely event that CIT discontinues NIH web conferencing services, a notice will be sent to customers along with information about new system conversion assistance at least 12 months prior to the service end date. • If CIT is unable to meet system availability target levels, CIT will reimburse customers, upon request, for unavailable services based on a calculated formula. • Teleconference providers and caption services provide auxiliary services that are integrated with the Web Collaboration system and are supported by CIT, but are not controlled by CIT. Therefore CIT is unable to guarantee service availability.

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SERVICE OPERATIONS																								
System Monitoring and Support	CIT will manage and monitor servers that are part of the NIH Web Conferencing services Monday through Friday, 9:00 am to 5:00 pm EST.																							
System Maintenance	<p>All services and related system components require regularly scheduled maintenance in order to meet the establish service availability levels. Also, emergency maintenance may need to be performed to correct issues affecting systems or service availability. During a maintenance window, systems and applications may be temporarily unavailable. The following table shows the types of maintenance that CIT performs.</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th></th> <th style="text-align: center;">Monthly Hosting Systems Branch Maintenance</th> <th style="text-align: center;">Monthly NIH Web Meeting Maintenance</th> <th style="text-align: center;">NIH Web Meeting Extended Maintenance</th> <th style="text-align: center;">Emergency Maintenance</th> </tr> </thead> <tbody> <tr> <td style="text-align: right;">Timeframe</td> <td>Fourth Friday of every month, 10 pm to 6 am</td> <td>Third Saturday of every month; 10 pm to 6 am</td> <td>Third weekend of a month; Intermittent</td> <td>Dependent on type of emergency</td> </tr> <tr> <td style="text-align: right;">Location</td> <td>NIH Data Center Building 12</td> <td>NIH Data Center Building 12</td> <td>NIH Data Center Building 12</td> <td>NIH Data Center Building 12</td> </tr> <tr> <td style="text-align: right;">Notification</td> <td colspan="2">CIT will coordinate with customers as needed prior to the scheduled maintenance window and specify the affected servers and locations.</td> <td>CIT will notify the NIH community at least two weeks prior to the scheduled maintenance window based on the established protocol. CIT will coordinate with the online customers as needed prior to the maintenance window.</td> <td>CIT will notify the NIH community as needed prior to the scheduled maintenance window based on the established protocol. CIT will coordinate with the NIH community to develop a priority scheme if a service shut down is necessary.</td> </tr> </tbody> </table>					Monthly Hosting Systems Branch Maintenance	Monthly NIH Web Meeting Maintenance	NIH Web Meeting Extended Maintenance	Emergency Maintenance	Timeframe	Fourth Friday of every month, 10 pm to 6 am	Third Saturday of every month; 10 pm to 6 am	Third weekend of a month; Intermittent	Dependent on type of emergency	Location	NIH Data Center Building 12	NIH Data Center Building 12	NIH Data Center Building 12	NIH Data Center Building 12	Notification	CIT will coordinate with customers as needed prior to the scheduled maintenance window and specify the affected servers and locations.		CIT will notify the NIH community at least two weeks prior to the scheduled maintenance window based on the established protocol. CIT will coordinate with the online customers as needed prior to the maintenance window.	CIT will notify the NIH community as needed prior to the scheduled maintenance window based on the established protocol. CIT will coordinate with the NIH community to develop a priority scheme if a service shut down is necessary.
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CUSTOMER SUPPORT							
Response Times	<ul style="list-style-type: none"> For non-emergency calls during business hours—CIT will respond by callback or email within one business day after the service request ticket has been assigned to the Web Collaboration team. Customers will be able to track their service request tickets via a web-based client. For Critical and High priority service request tickets—CIT will respond by callback or email within four-hours after the service request ticket has been assigned to the Web Collaboration team. System emergencies—CIT will respond by callback within a one (1) hour after receiving the alert via established protocols. 						
Trouble and Problem Reporting	<p>For customers, the primary contact for NIH Web Collaboration services is the NIH IT Service Desk. Service Desk hours of operation and contact information are as follows:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: center;">Normal Business Hours</th> <th style="text-align: center;">Weekend and Holiday Hours</th> <th style="text-align: center;">Service Desk Contact Information</th> </tr> </thead> <tbody> <tr> <td style="vertical-align: top;">Monday through Friday, 6:00 am to 6:00 pm United States Eastern Time</td> <td style="vertical-align: top;">8:30 am to 5:00 pm.</td> <td style="vertical-align: top;"> Web: http://itservicedesk.nih.gov Phone: <ul style="list-style-type: none"> 301-496-4357 (301-496-HELP) (local) 866-319-4357 (toll-free) 301-496-8294 (TTY) </td> </tr> </tbody> </table>	Normal Business Hours	Weekend and Holiday Hours	Service Desk Contact Information	Monday through Friday, 6:00 am to 6:00 pm United States Eastern Time	8:30 am to 5:00 pm.	Web: http://itservicedesk.nih.gov Phone: <ul style="list-style-type: none"> 301-496-4357 (301-496-HELP) (local) 866-319-4357 (toll-free) 301-496-8294 (TTY)
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Dedicated Support Terms & Conditions	<p>Scheduling</p> <ul style="list-style-type: none"> Dedicated remote support is available for an additional fee and only if arranged in advance. An additional 30 minutes of support is assumed for setup and testing. Dry runs or other separate testing are not included and should be scheduled as a separate support request if desired. Support requests are handled on a first-come, first-served basis in case of resource unavailability. Requests received less than two business days before the event will incur an additional 50% last-minute scheduling charge. This includes ad-hoc phone and remote support. At a minimum, all scheduled hours are charged regardless of the actual event duration. Events that run more than 15 minutes past the scheduled end time where the Web Collaboration technician is not dismissed and is able to continue supporting the event will incur a 50% overage charge for the time component that the event runs over. <p>Cancellation</p> <ul style="list-style-type: none"> Cancellations for standard hour support with less than one business day notice will incur a 50% cancellation charge. Cancellations for after-hours or last minute support requests with less than one business day notice will incur a 100% cancellation charge. No shows will incur a 100% cancellation charge. <p>Confirmation</p> <ul style="list-style-type: none"> CIT will provide an email confirmation to the customer at least one business week before the event takes place if the official request is received by this time. 						

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CUSTOMER RESPONSIBILITIES	
NIH Web Collaboration Customer Responsibilities All Services	<p>Customers who request Web Collaboration services agree to do the following:</p> <ul style="list-style-type: none"> • Fund all requested CIT services. • Ensure that access to web meeting rooms is provided one (1) hour prior to an event. • Provide access to network and computing resources, as necessary. • Ensure that audio is captioned when required to meet Section 508 requirements (http://www.hhs.gov/web/508/). • Notify the NIH Web Collaboration team of departing NIH or non-NIH users so the accounts may be closed. • Adhere to all NIH policies, laws and regulations (http://ethics.od.nih.gov/policies.htm).
NIH Web Collaboration Customer Responsibilities Meeting Support	<p>Customers who request Web Collaboration services, including meeting support, agree to do the following:</p> <ul style="list-style-type: none"> • Notify the NIH Web Collaboration team two business days prior to an event via established protocols (http://webcollaboration.nih.gov/eventrequest/). • Request dry runs or test support in the same manner as the actual event as this is not included in dedicated support requests. • Notify all support teams of any changes to the event date, time, location, requirements, or other logistical information that may affect support; the Web Collaboration team may assist in coordination but is not responsible for notifying other service teams. • Confirm connectivity to the NIH Web Meeting system in advance of the event.
EVERGREENING	
Evergreening	<ul style="list-style-type: none"> • Video service environments and requirements inevitably change, and the SLD needs to define an evergreening process to ensure that the support agreement keeps pace with the reality of user requirements. • The SLD covers the main services offered by CIT. However, CIT recognizes that there may be some services that are not specifically described in the SLD. • CIT will solicit change suggestions for the SLD and comments regarding fulfillment of the commitments of the SLD from Web Collaboration service customers.