

VideoCast Service-Level Description

STANDARD SERVICE DESCRIPTION	
VideoCast Standard Services	<ul style="list-style-type: none"> • Broadcast streaming live video of NIH events, seminars, and lectures to viewers on the NIH network, HHS network, and the Internet. • Video editing and storage in an archive for on-demand playback. • Archive of previous events maintained. • Hosting of various NIH-sponsored captioned events, conferences, and seminars. • Viewer statistics (live and archive) for events within the past 12 months. • Side-by-side slides when received within two days of the live event. • Live event feedback form service. • Retention of raw unedited assets for 6 months.
VideoCast Optional Services	<ul style="list-style-type: none"> • Podcasts from VideoCasts. Podcasts can be downloaded to portable media devices or desktop computers for on-demand playback. • Custom editing. • Chapter markers with thumbnail images. • External event link posting. • Viewer statistics (live and archive) for events beyond 12 months. • Post VideoCast events on YouTube.
Monitoring Services	<ul style="list-style-type: none"> • Electronic monitoring and personnel on duty Monday through Friday, 8:00 am to 5:00 pm EST.
Service Redundancy	<ul style="list-style-type: none"> • Redundancy through multiple pathways for obtaining video (fiber, IP, VTC). Nightly backups are stored for 30 days.
Services Not Included	<p>CIT does not provide the following materials or services:</p> <ul style="list-style-type: none"> • Media (videotape, DVDs), cameras, camera operators, captioning, or room support. These services are provided by ORS Events Management (http://dems.ors.od.nih.gov). Camera operation, slide quality, and audio levels are outside of the control of CIT. • Desktop computer support, such as configuration or application installation. • 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 COVERAGE AND AVAILABILITY	
Service Coverage	<ul style="list-style-type: none"> • CIT provides VideoCast support from Monday through Friday, 8:00 am to 5:00 pm EST. • Support outside standard hours may be arranged in advance at the discretion of the support personnel.

Service Availability	<ul style="list-style-type: none"> • CIT will provide 99.9% system availability. • CIT will provide 99.9% availability of resources to support services, exclusive of scheduled maintenance activities. • In the unlikely event that CIT discontinues NIH VideoCast services, a notice will be sent to customers including information about new system conversion assistance at least 12 months prior service discontinuation. • If CIT is unable to meet system availability targets, we will reimburse customers, upon request, for the time service was not available based on a calculated formula.
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SERVICE OPERATIONS

System Monitoring and Support	CIT will manage and monitor servers Monday through Friday from 8am to 5pm.
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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>			
		Monthly Maintenance	Scheduled Maintenance	Emergency Maintenance
	Timeframe	4th Friday of every month; rolling outage unless notified of exceptions	Dependent on type of maintenance	Dependent on type of emergency
	Location	NIH Data Center Building 12	NIH Data Center Building 12 and Fernwood	NIH Data Center Building 12 and Fernwood
	Notification	<p>CIT will notify customers at least five business days prior to the scheduled maintenance window.</p> <p>CIT will specify the affected servers and locations.</p>	<p>CIT will coordinate with customers as needed prior to the scheduled maintenance window.</p> <p>CIT will specify the affected servers and locations.</p>	<p>CIT will notify the NIH community as needed prior to the scheduled maintenance window based on the established protocol.</p> <p>CIT will coordinate with the NIH community to develop a priority scheme if a service shut down is necessary.</p>

SERVICE DELIVERY

Service Delivery Metrics	Delivery Time	Notes
Edited video posted in the VideoCast archives	Video less than two hours: Two business days Video two hours or longer: Four business days	If technical issues arise, a tape re-feed will delay the delivery of the archive video.
Podcast	Five business days after video is posted in the VideoCast archive	If technical issues arise, a tape re-feed will delay the delivery of the archive video.
Viewing Statistics	Two business days	
Backups	Backup videotapes are maintained by NIH Events Management, a service provided by ORS.	

CUSTOMER SUPPORT

Response Times	<ul style="list-style-type: none"> For non-emergency requests during business hours, CIT will respond by email or callback within one business day after the NIH Service Desk assigns the request ticket to the VideoCast Team. Customers will be able to track their service request tickets via a web-based client. For critical and high-priority requests, CIT will respond by email or callback within four hours of the ticket being assigned to the VideoCast Team. For system emergencies, CIT will respond by callback within one hour of receipt of the alert through established protocols. 						
Reporting Problems	<p>For customers, the primary contact for NIH VideoCast 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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<p>Dedicated Support Terms and Conditions</p>	<p>Scheduling</p> <ul style="list-style-type: none"> • Support requests are handled on a first-come, first-served basis in case of resource unavailability. • Labor hours are billed in 15-minute increments with a two-hour minimum for on-site service calls. • Requests that give CIT less than one business day of notice before the start of an event will incur a 50% last-minute scheduling charge, and there is no guarantee of service. • At a minimum, all scheduled hours are charged, regardless of actual event duration. Events that run more than 15 minutes past the scheduled end time where the videocast encoder is still in use and is able to continue streaming 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 with a minimum one-hour 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>Reporting & Editing</p> <ul style="list-style-type: none"> • Requests for viewer statistics for any events more than twelve months old will incur an effort-based labor charge and there is no guarantee of viewer statistics. • There is no guarantee of custom edits or corrections for any event older than six months.
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CUSTOMER RESPONSIBILITIES

NIH VideoCast Customer Responsibilities

Customers who request NIH VideoCast services agree to the following:

- Send notification to [NIH Events Management](#), 301-435-2208 (service provided by ORS) two (2) weeks prior to an event for related services, such as:
 - camera work
 - room support
 - captioning for Section 508 compliance
 - routing of live captioned video to CIT
 - video tape services
- Fund requested CIT services.
- Schedule VideoCast two (2) weeks prior to an event by completing the web form available at <http://videocast.nih.gov/info> with the following information:
 - Valid CIT Account Code
 - ORS Work Order Number
 - Title
 - Description and a link to your web page
 - Speaker's name, title, organization or sponsor
 - Date(s), start time, and end time
 - Location
 - If the event should be world accessible, or restricted to NIH-only or HHS-only
 - If podcast is desired
 - If the event is (1) live and archive or (2) archive only
 - If the event needs the Live Event Feedback Form
 - The number of anticipated viewers watching the live VideoCast. Note: additional servers are needed for large-scale (i.e., more than 200 concurrent connections expected) webcasts. Currently, no additional fee is charged for live large-scale events.

Side-by-side slides must be combined into a single file and submitted to the VideoCast team at least two days prior to the live event

EVERGREENING

Evergreening

- Video service environments and requirements inevitably change and the SLD needs to define an ever-greening 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 video service customers and ICs participating in the service.