Videoconferencing
Service-Level Description

Videoconferencing and Video Bridging Services	• Video conferencing—individuals or groups can hold point-to-point and multipoint meetings from remote locations. • Video bridging, gateway (IP-ISDN), end-point management, firewall traversal, and limited desktop video conferencing. • ISDN and TCP/IP transport services for the NIH and HHS community. • Configuration and certification/registration of VTC endpoints. • Resolution assistance for technical issues with current VTC system components, if possible. • Recommendations for issues that cannot be resolved, for example: components that are no longer supported or discontinued by the vendor. • In-room training for individuals (train-the-trainer) or small user groups.
Monitoring Services	**Videoconferencing Administration** • Electronic monitoring and personnel on duty: Monday to Friday, 7:00 am to 4:30 pm EST. **Video Bridging** • Electronic monitoring and personnel on duty: Monday to Friday, 7:00 am to 4:00 pm EST.
Disaster Recovery Services	• Weekly backups of video bridge infrastructure are stored for 21 days.
Services Not Included	• Desktop computer support, such as PC 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	**Videoconferencing Administration** • CIT provides registered devices with access to the Videoconferencing infrastructure Monday to Friday, 7:00 am to 4:30 pm EST. • CIT provides Videoconferencing support Monday to Friday, 7:00 am to 4:30 pm EST. • Support outside standard hours may be arranged in advance at the discretion of the support personnel. **Video Bridging** • CIT provides Video Bridging services and support Monday to Friday, 7:00 am to 4:00 pm EST. • Support outside standard hours may be arranged in advance at the discretion of the support personnel.

Service Availability	• 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 Videoconferencing or Video Bridging 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.

SERVICE OPERATIONS

System Monitoring and Support	CIT will manage and monitor the servers that are part of the NIH Videoconferencing and Video Bridging services 24 hours a day, 7 days a week.
System Maintenance	All services and/or related system components require regular maintenance in order to meet established service availability levels. During a maintenance window, activities may temporarily render systems and/or applications unavailable to customers. The following table shows the maintenance timeframes and locations where maintenance activities may be performed:

	Scheduled Maintenance	Emergency Maintenance
Timeframe	Non-production hour	Non-production hour
Location	NIH Data Center Building 12, building 10, and 10401 Fernwood road	NIH Data Center Building 12, building 10, and 10401 Fernwood road
Notification	CIT will coordinate with customers as needed prior to the scheduled maintenance window. CIT will specify the affected servers and locations.	CIT will notify the NIH community as needed prior to the emergency 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.

SERVICE DELIVERY

Service Delivery Metrics	

Item	Delivery Time
Delivery of registered VTC codec to the NIH gatekeeper	Two business days
Required notice for certified end point video bridge	One day
Required notice for noncertified end point video bridge	One week
In-room meeting support—In-room meeting support may be constrained by resource availability and previously scheduled events.	
Delivery of VTC in-room meeting support	Within two business days after receiving support request.
Completion time for room setup prior to an event	One hour.
Technical support—Technical support metrics depend on the customer granting CIT access to the room and may be constrained by resource availability and previously scheduled events.	
Investigate reports of malfunctioning VTC equipment	Within one business day after notification of the problem is received.

CUSTOMER SUPPORT	
Response Times	• Nonemergency calls during business hours—CIT will respond by callback or email within two hours after the NIH IT Service Desk assigns the service ticket to the Videoconferencing team. Customers will be able to track their service tickets using a web-based client. • Emergency calls—CIT will respond by callback within one hour after receiving the alert via established protocols.
Reporting Problems	For customers, the primary contact for NIH Videoconferencing services is the NIH IT Service Desk. Service Desk hours of operation and contact information are as follows: <table><tr><td>Normal Business Hours</td><td>Service Desk Contact Information</td></tr><tr><td>Monday through Friday, 7:00 am to 4:00 pm United States Eastern Time</td><td>Web: http://itservicedesk.nih.gov Phone: • 301-496-4357 (301-496-HELP) (local) • 866-319-4357 (toll-free) • 301-496-8294 (TTY)</td></tr></table>

Support Terms and Conditions	**Scheduling** • 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 involving uncertified endpoints received less than one business day prior to the event will incur a 50% last-minute scheduling charge with no guarantee of a successful connection. • 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 VTC technician is not dismissed and is able to continue supporting the event will incur a 50% overage charge for the time the event runs over. **Cancellation** • 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.

CUSTOMER RESPONSIBILITIES	
NIH Videoconferencing and Video Bridging Customer Responsibilities	Customers who request NIH Videoconferencing services agree to the following: • Fund all CIT services. • Schedule Video Bridge using web form available at http://videosched.cit.nih.gov/. • 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/). • Mute microphone at all times except when talking during the VTC session. • Participants should remain quiet unless called upon. Microphones are sensitive to extraneous noise—such as side conversations, rustling papers, moving chairs, etc.—that may interfere with the audio. • When speaking, participants should direct their voices towards the microphones to help better transmit the audio to the far end. • In a multi-site call, the local microphone should be muted when other sites are presenting or speaking for a period of time. This will prevent excessive background noise from being sent to the other sites. • Send presentation material to far end participants before the meeting, as these materials may not be legible on the far end. • Set clear objectives regarding what will be accomplished in the session and communicate them to participants. • Allow participants a brief "practice session" to familiarize themselves with the equipment and set-up. **Meeting Support** • For normal in-room meeting support, the customer agrees to: 　▪ Notify CIT 48 hours prior to an event. 　▪ Contact the NIH IT Service Desk to open a service ticket for meeting support. The ticket should include: 　　▪ Valid CIT Account Number 　　▪ IC 　　▪ Room Location 　　▪ Date of Event 　　▪ Time of Event 　　▪ Agenda with AV requirements • For Emergency In-Room Meeting Support, the customer agrees to: 　▪ Notify CIT four (4) hours prior to an event. 　▪ Agrees to fund the emergency support rates. 　▪ Contact the NIH IT Service Desk to open a ticket for meeting support. The ticket will include: 　　▪ Valid CIT Account Number 　　▪ IC 　　▪ Room Location 　　▪ Date of Event 　　▪ Time of Event 　　▪ Agenda with AV requirements

EVERGREENING	
Evergreening	• 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 video service customers and ICs participating in the service.