NIH Web Collaboration Service-Level Description

STANDARD SERVICE DESCRIPTION	

Web Collaboration Services	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:
	• 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).
	• Provides UCCasts of live Adobe Connect events with captions via NIH VideoCast streaming technology.
	• Retention Policy
	   • Raw video – six months
	      • Unedited video files
	   • Perpetual Storage - forever
	      • Video cataloged by NLM
	      • Scientific lectures
	      • Conferences
	      • Advisory board meetings
	   • Non-Perpetual Storage – six months, one year, or specific date
	      • Grant & Funding - RFA
	      • Private meetings
	      • Obsolete training
	      • Town Hall & All Hands meetings

Monitoring Services	• Electronic monitoring and personnel on duty—Monday through Friday, 9:00 AM to 5:00 PM United States Eastern Time.
Backup Services	• Redundancy provided by three dedicated Connect servers. • Nightly backups are stored for 30 days.

Services Not Included	• Desktop computer support, such as configuration or application installation, except for:
	   o Adobe Connect meeting add-in
	   o Adobe Connect Outlook plug-in
	   o Adobe Connect Mobile apps
	   o 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	• CIT provides Web Collaboration remote support Monday through Friday from 9:00 AM to 5:00 PM United States Eastern Time.
Service Availability	• 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 Collaboration services, we will send a notice 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.

SERVICE OPERATIONS

System Monitoring and Support	CIT will manage and monitor servers that are part of the NIH Web Collaboration services Monday through Friday, 9:00 AM to 5:00 PM United States Eastern Time.
System Maintenance	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.

	Monthly Hosting Systems Branch Maintenance	Monthly NIH Web Meeting Maintenance	NIH Web Meeting Extended Maintenance	Emergency Maintenance
Timeframe	Fourth Friday of every month, 10:00 PM to 6:00 AM United States Eastern Time	Third Saturday of every month; 10:00 PM to 6:00 AM United States Eastern Time	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.

SERVICE DELIVERY

Service Delivery Metrics

Item	Delivery Time
Delivery of new NIH Web Meeting account	One business day
Delivery of new Integrated Teleconferencing account:	One business day
Required notice for standard business day remote support	Two full business days

CUSTOMER SUPPORT

Response Times

- 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 one (1) hour after receiving the alert via established protocols.

Trouble and Problem Reporting

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:

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: • 301-496-4357 (301-496-HELP) (local) • 866-319-4357 (toll-free) • 301-496-8294 (TTY)

Dedicated Support Terms & Conditions	**Scheduling** • 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. **Cancellation** • 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. **Confirmation** • 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.

CUSTOMER RESPONSIBILITIES	
NIH Web Collaboration Customer Responsibilities All Services	Customers who request Web Collaboration services agree to do the following: • 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 can be closed. • Adhere to all NIH policies, laws and regulations (http://ocio.nih.gov).
NIH Web Collaboration Customer Responsibilities Meeting Support	Customers who request Web Collaboration services, including meeting support, agree to do the following: • 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	- Video service environments and requirements inevitably change, and the Service Level Description (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.