NIH Unified Communications & Collaboration WebEx Services

STANDARD SERVICE DESCRIPTION	
Web Collaboration (WebEx) Services	The NIH UCC WebEx service provides real-time, face-to-face web communications with high-definition video, integrated audio, and content sharing capabilities. The UCC WebEx service Services provides the following: • Access to WebEx for the NIH Community (https://nih.webex.com) with support for up to 1000 concurrent users. • WebEx training upon request. • Dedicated virtual meeting support. • Online FAQ, tutorials, and other information (http://video.nih.gov/webex/index.html). • Simultaneous broadcast of live WebEx events with captions via NIH VideoCast streaming technology. • Troubleshooting and technical support on WebEx Desktop Applications. • Meeting recording service is available with 250MB storage space by default for each meeting host and additional storage space is available upon request. • Recording retention policy - No perpetual storage is available. All recoded content will expire after 6 months of initial recording date. • The NIH UCC WebEx service including meeting usage, audio and video communication are included within the IC "tap" and available to the entire NIH community with the exception of closed captioning services.
Backup Services	• Backup services are provided by the WebEx Global Site Backup (GSB) system. • GSB provides real-time, two-way database synchronization.

Services NOT Included	• Desktop computer support, such as configuration or application installation, except for troubleshooting of:
	    o WebEx Application (meeting plug-in)
	    o WebEx Desktop Productivity Tools
	    o WebEx Universal Communications Format (UCF) Toolkit
	    o WebEx Recorder, Player and Editor
	 • 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 dedicated virtual meeting support for NIH UCC WebEx service services Monday through Friday from 9:00 AM to 5:00 PM United States Eastern Standard Time.
Service Availability	• The NIH UCC WebEx service is a cloud-based service hosted off-premise by Cisco Systems and its affiliate WebEx. The service is available 24/7 in accordance with the Cisco terms of service unless otherwise stated due to routine system maintenance, upgrades and failures. • In the unlikely event that CIT discontinues the NIH UCC WebEx service 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. • Closed captioning services provide auxiliary services that are integrated with the NIH UCC WebEx service system and are supported by CIT, but are not

controlled by CIT. Therefore, CIT is unable to guarantee service availability.

SERVICE OPERATIONS		

System Maintenance	All services and related system components require regularly scheduled maintenance 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 NIH UCC WebEx service Extended Maintenance	**Emergency Maintenance**
Timeframe	Third Friday and Saturday of every month; 10:00PM to 6:00AM United States Eastern Standard Time	Dependent on type of emergency
Location	WebEx Cloud Data Center	WebEx Cloud Data Center
Notification	CIT will notify the NIH Community at least two weeks prior to the scheduled maintenance window based upon the established protocol. CIT will coordinate with online customers as needed, prior to the maintenance window.	CIT will notify the NIH Community as needed, prior to the scheduled maintenance window based upon the established protocol. CIT will coordinate with NIH Community to develop a priority scheme if a service shutdown is necessary.

SERVICE DELIVERY		

Service Delivery Metrics	**Item**	**Delivery Time**
	Delivery of new NIH UCC WebEx service account (includes integrated WebEx audio)	One business day
	Required notice for standard business day virtual 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.
Troubleshooting and Problem Reporting	For questions related to WebEx features and functionality, the **primary** contact is WebEx Technical Support. WebEx Technical Support hours of operation and contact information are as follows:

Business Hours	WebEx Technical Support Contact Information
Available 24 hours a day, 7 days a week; 365 days a year.	Web: https://cisco-support.webex.com/guest/Webex_AnonymousSubmitSupportCase Phone: 866-229-3239 Toll-free

For account related questions, dedicated meeting support consultation, or other issues, the primary contact is the NIH IT Service Desk. The hours of operation and contact information for the Service Desk are as follows:

Normal Business Hours	Weekend and Holiday Hours	Service Desk Contact Information
Monday through Friday, 6:00AM to 6:00PM United States Eastern Standard Time	8:30AM to 5:00PM	Web: http://itservicedesk.nih.gov/ Phone: 301-496-HELP(4357) Local 866-319-HELP(4357) Toll-free 301-496-8294 TTY

Dedicated Support Terms & Conditions	**Scheduling** • Dedicated remote support is available 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.
	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 RESPONSIBLITIES	
NIH Web Collaboration Customer Responsibilities - All Services	Customers who request NIH UCC WebEx service dedicated virtual meeting support services agree to do the following: • Fund all CIT dedicated meeting support services. • Ensure that Alternate Host access to the WebEx meeting room is provided two business days prior to an event. • Provide access to network and computing resources, as necessary. • Notify the Web Collaboration team of departing NIH or non-NIH users to disable accounts. • Adhere to all NIH policies, laws and regulations (http://ocio.nih.gov). • Request and ensure audio is captioned when required to meet Section 508 requirements (http://www.hhs.gov/web/508/). • Notify the NIH Web Collaboration team two business days prior to an event (http://webcollaboration.cit.nih.gov/eventrequest/webexrequest.aspx). • 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 Host access to the WebEx meeting in advance of the event.

EVERGREENING	
Evergreening	• NIH UCC WebEx 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 NIH UCC WebEx service customers.