

# Enterprise Unified Communications and Collaboration Services: Audio, Video and Net Conferencing

Service Description Version 1.00

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## Purpose

This Enterprise Service Description is applicable to **Audio, Video and Net Conferencing** that is part of the **Unified Communications and Collaboration Services** product group offered by MN.IT Services (MN.IT) and available in the MN.IT Service Catalog. This description provides customers with specific expectations regarding features, benefits, delivery parameters and support of the IT services included in this set of services.

## Overview

Audio, Video and Net Conferencing provides services related to real-time communication and collaboration between parties separated by distance.

- Audio Conferencing services provide a means to meet and exchange information through the use of telephone connections among many participants.
- Video Conferencing services use specialized equipment in rooms or workspaces to enable two-way audio and video communications among many locations.
- Net Conferencing services use PC software, subscription services and audio conferencing to support virtual meetings, training sessions or other events over the Internet using personal computers and audio conferencing.

All conferencing services are hosted, enterprise-class communications solutions based on industry-leading services and/or MN.IT infrastructure using international telecommunications standards.

## Benefits

Each of the conferencing services improve business efficiencies, increase productivity, and provide cost savings. MN.IT conferencing services offer powerful communication and collaboration solutions for organizations using standard protocols, advanced deployment and management tools, along with innovative client features.

The following are benefits of using conferencing services:

- Savings in travel expense
- Improved cross-organizational collaboration
- Expedited decision making
- Improved educational and training opportunities
- Increased productivity of expert resources
- Reduced travel time and stress related to travel
- Cost savings from centralized management, purchasing and administration

## Standard Features

This section describes the standard features for each of the three conferencing services. Where applicable, customer options are noted along with feature limits and the responsibilities of MN.IT.

### Audio Conferencing

An audio conference user account with MN.IT provides customers with access to a suite of conferencing solutions. This service provides a user with an assigned conferencing “owner ID” that enables the user to access a set of contracted audio conferencing services. Audio conferencing is intended to be self-service.

Authorized customers can request audio conference accounts for individual users through the MN.IT Services Catalog. Once an account is established, users are able to use an array of audio conferencing services that are made available from the State Contract provider – InterCall. Usage charges for these services are billed back to the user’s organization on the monthly MN.IT voice services invoice.

Audio conference user accounts are automatically provisioned with a “Reservation-Plus®” conference number that enables the user to hold basic audio conference events at any time with up to 150 participants. Holding a conference is as simple as providing participants with a shared 1-800 telephone number and the conference code assigned to the individual user hosting the conference.

InterCall's Reservationless-Plus® service offers a variety of features to customize your conference. Standard options include but are not limited to:

- Individual and Group Mute/Unmute
- Operator assistance if needed
- Conference Recording and Playback can be added to the event (additional usage charges apply)

In addition, a customer audio conference account enables a user to plan and conduct other types of audio conference calls. This can be for large or complex events such as scheduled events for more than 150 participants, operator-assisted calls or fully managed calls that let the host focus on content while the operator manages the call. Value-added services can also be requested such as transcription, open captioning for deaf and hard-of-hearing participants, or CD's/MP3 files of recorded sessions.

Audio conference accounts are also provided with the capability to access a web-based user portal to manage their account, track usage information, access training materials and programs as well as change some of the standard configurations of their Reservation-less account. Changes include things such as requiring participants

to record their name so that it is announced as they join or leave the event, or to have a beep as folks join or leave or no notice.

#### Customer Responsibility

- Protecting user account information including the “leader PIN” number associated with reservation-less services to prevent unauthorized use of the account.
- Determining where the usage billing for user accounts will appear on the MN.IT Services monthly Voice Services Invoice.
- Training end-users in the basic operational processes, features and functions.

#### MN.IT Services Responsibility

- Provisioning audio conference accounts.
- Providing a customer portal for training, reporting and configuration tools.
- Managing the underlying service provider.

#### Limits

- An audio conference account is intended for an individual conference host and should not be shared without proper controls to manage use.

#### **Video Conferencing:**

MN.IT video conferencing services are available at over 300 locations throughout Minnesota that connect via managed IP connection on MNET, the State network. The video service infrastructure supports over 1,000 individual video conference room systems. These are located at all public higher education facilities, counties, many state agencies, State Courts, and many K12 public schools. In addition, MN.IT maintains connections to other video network service providers and can provide access to any Internet connected site worldwide.

Video conferencing services are used for meetings of all types – internal to State government as well as government-to-business and government-to-citizen. Events can be for employee training, hearings and legal proceedings, trade and commerce negotiations, and classroom instruction.

Video conferencing services are supported by MN.IT at several operational levels:

- **Video Conference Room Support Services:** MN.IT staff work collaboratively with the business to support their conference planning, connection set-up and participant training (to provide basic operational support during calls such as positioning cameras, or muting microphones).
- **Desktop Video Client Accounts** can be installed on PCs and some mobile devices. The client software is registered to MN.IT infrastructure to enable person to person calls, person to video conference room calls, or group (multi-site) calls.
- **Video Conference Network Services** help customers deploy and operate rooms or PC clients with a suite of video conferencing network services including Quality of Service (QoS) network management, statewide dialing plan, conference scheduling systems, bridging, event recording, and streaming options.

The standard features for each of the three operational levels of video services are described below.

#### Video Conference Room Support Services

Support services for customer video conference rooms provide MN.IT customers with specialized video conference planning best practices, event management for the control of video conference room components during calls, and ongoing operational support to ensure the A/V components and network services are in proper working order. The goal is to help enable successful videoconference events within customer organizations.

Each video conference is called an event. An event has a host site and one or more participant sites. Events may have two, three, or more video sites involved. Events can be simple, with one site calling another directly, or complex, with many sites involved that can require considerable time for planning, conference set-up and testing to ensure a successful event.

Each video conference site has support staff (who may or may not be a MN.IT employee) designated to be a “video site coordinator”, who provides customer assistance in planning and conducting video conference events.

MN.IT Service Desk supports a video reservation service to support cross-organizational conference scheduling and provides a set of tools and services to support individual video site coordinators. Site coordinators have been trained in operational procedures and have been provided with scheduling permissions on the MN.IT video conference service web portal known as “TMS” or telepresence management suite.

Customers should contact their video site coordinator to initiate a service request. If necessary, customers may contact the MN.IT Service Desk conferencing service team for help determining the site coordinator for their location.

Video site coordinators may contact the Service Desk conferencing team to request the scheduling of video conference connections involving video sites outside their scheduling domain.

#### Customer Responsibility

- Designating video site coordinator role.
- Making arrangements to install and operate a video conference room at a location served by a managed IP network connection from MN.IT Services.
- Contacting their video site coordinator for assistance in planning and conducting video conferences.
- Providing basic event information to the site coordinator so that locations can be scheduled for the event and any necessary video network infrastructure such as conference bridge ports or other shared resources.
- Learning basic video conference room controls such as muting microphones, positioning cameras or changing video sources the camera to a PC.
- Arranging for in-room support for large or complex video events.

#### MN.IT Responsibility

- Provision video conference connections per customer request.
- Provide a video site coordinator portal that provides access to video scheduling, reporting and configuration tools.
- Provide training resources for video site coordinators
- Provide and manage underlying video network service infrastructure that uses International Telecommunications Union Standards for video communications over IP networks.
- Provide a video quality of service (QoS) architecture and dialing plan on the State’s managed IP network known as MNET.

#### Limits

- Video conference room support services are only made available to locations that have a managed IP wide area network service and video conference subscription.

#### **Desktop Video Client Accounts**

Desktop Video Client Accounts can be installed on PCs and some mobile devices and registered to MN.IT infrastructure to enable the PC-based video client to be involved in person to person calls, person to video conference room calls, or group (multi-site) calls involving a mix of both. Desktop video client accounts use the same protocols, call control and bridging resources as video conference rooms. This makes MN.IT Service’s desktop video clients very compatible with the video conference rooms using MN.IT video subscription services.

#### Customer Responsibility

- Making arrangements with their MN.IT workstation support team to install and configure the desktop video client.
- Making arrangements for the purchase, install and support of USB-based PC peripherals such as web cameras and audio headsets used in conjunction with the PC and videoconference application software.
- Being familiar with MN.IT video best practice document.

- Addressing network security concerns and configurations with MN.IT Service staff to support registration client registration, call admission/control and audio/video media flow from the user's PC to video network infrastructure.
- Learning the basic operational steps for placing and terminating calls, call etiquette, and requirements for scheduling video conference events in conjunction with their video site coordinator.

#### MN.IT Services Responsibility

- Provision desktop video client accounts per customer request.
- Provide training resources and best practices.
- Provide and manage underlying SIP video network service infrastructure that uses International Telecommunications Union Standards (H.323 and SIP) for video communications over IP networks.
- Provide a dialing plan for desktop clients.

#### Limits

- Desktop Video Client Accounts are available to customers with MN.IT video conferencing room subscription(s).
- Desktop video is a non-QoS network service. Call quality cannot be guaranteed to software-based clients.

#### **Video Conference Network Services**

Video Conference Network Services are primarily subscription-based services that help customers deploy and operate rooms or PC clients. Some associated shared services, such as dialing through an ISDN gateway are usage based. This provides customers with a suite of video conferencing network services including Quality of Service (QoS) network management, statewide dialing plan, conference scheduling systems, conference bridging, event recording, and streaming options. The goal is to help enable successful videoconference operations within customer organizations with the requirement to own and operate video network infrastructure.

Video conference subscription services are offered to two general categories. **Advanced IP video conference** subscription services offer video rooms at a site unlimited conference bridging services for three or more sites participating in a video conference event. **Basic IP video conference** subscription services do not include conference bridging so these sites pay a per hour charge if using MN.IT video conference bridging resources.

All video subscription services include the following:

- Video network technical services consisting of:
  - Statewide dialing plan
    - Video Gatekeeper Operations and Management provides for the dialing plan
    - Network peering provides connection to other QoS-based video networks
  - On-line, self-service scheduling system for room and network resource reservation
  - Conference bridging services – three or more sites in a session
  - Incident, problem and change management
  - Video gateway services – connections to other networks including ISDN-based sites
  - Video equipment and software testing to better ensure interoperability and smooth operations across various supported equipment types.
- Video application support consisting of:
  - User-training and application support services and documentation
  - Videoconferencing Reservation Center services from the Service Desk request fulfillment team to support cross-organizational connections and collaboration.

Advanced video conference subscriptions provides a WAN-connected location with State dialing plan numbers (known as E.164 numbers) for up to five video conference room systems (with the central telecom device known as an IP video codec). This service offers:

- Predictable annual budgets for video services
- Conference Bridging (MCU) technology refreshed on a regular basis

- No event or usage costs associated with video events; sites get unlimited dialing and conference bridging at no additional cost per month.

Basic videoconference subscriptions provide a WAN-connected location with one State dialing plan number for a video conference room system. Additional IP video codecs can be added to this subscription for an additional monthly fee. MN.IT conference bridging is available to these sites on a per-hour, per-port basis. Generally this service is used by sites with minimal requirements for bridging, or that have IP video codecs with the built-in capability for connection with a maximum of three other sites.

#### Customer Responsibility

- Install and operate a video conference room at a location served by a managed IP network connection from MN.IT Services.
- Designate a video site coordinator for each location who will provide assistance in planning and conducting video conferences.

#### MN.IT Responsibility

- Provide a video quality of service (QoS) architecture and dialing plan per the customer service subscription.
- Provide a video site coordinator portal that provides access to video scheduling, reporting and configuration tools.
- Provision video conference connections per customer request.
- Provide training resources for video site coordinators
- Provide and manage underlying video network service infrastructure that uses International Telecommunications Union Standards for video communications over IP networks.

#### Limits

- Video conference subscription services are only made available to locations that have a managed IP wide area network service and video conference subscription.

#### **Net Conferencing:**

*Note: MN.IT Service's EUCC Instant Messaging (IM) service also provides a set of net conferencing capabilities. See the EUCC Instant Messaging Service Description for additional information on the net conferencing features of the IM service.*

A MN.IT Services net conference account provides customers with access to a set of net conferencing solutions that support a wide variety of use cases, event configurations and needs. The service is provided by InterCall and uses Cisco WebEx service infrastructure, enabling a customer to connect with anyone, anywhere, in real time. Using WebEx, a net conference combines PC desktop sharing through a web browser with telephone conferencing so everyone in an event sees the same thing on their PC while talking over the phone. This service includes the capability, in some cases, to incorporate live video into the conference.

Net conferencing accounts from MN.IT are available as either a per-minute usage service or as a monthly subscription services that includes unlimited usage to a single named host. For either type of service – usage or subscription – audio per-minute usage charges will apply.

**Per-minute usage services** use the WebEx net conference template known as “Meeting Center”. This service is designed to work best with InterCall Reservation-Plus® audio conference services. Charges for both the audio conference portion and the WebEx portion of the net conference are applied on a per-minute, per-participant basis. In other words, the total cost per minute is the sum of the audio plus the net conference charge. The charges are for actual connect time, not the scheduled time. While recording is available for these sessions, there is a fixed cost for each recording made, which includes the capability for viewing the recorded session. If recording is needed frequently, the subscription service is recommended. The host for the event is billed all audio and net charges and these are detailed on their month MN.IT Voice Services invoice.

This per-minute service is well suited to individuals who do not conduct frequent meetings, large meetings, need to do recordings or do not need the specialized training tools available in other WebEx templates. Once an

account is established, customer can schedule a meeting and distribute the web address – the URL – to participants. A productivity tool is available on the InterCall customer portal web site which adds a WebEx meeting button on the Outlook Calendar tool bar that will populate the meeting URL into the calendar invite of the meeting.

**Subscription services** provide access to four specialized WebEx net conferencing templates tailored to meet a variety of net conference event types. These templates are Meeting Center, Training Center, Event Center and Support Center.

This service is designed to provide the user account for a single person, known as the “named host”, with the capability of holding an unlimited number of events of any duration for up to 200 participants on a monthly basis for a fixed monthly fee. Recording is available at no additional charge. WebEx provides an editing tool to trim and clean-up recordings before they are posted for viewing by others.

A customer organization with ten or more named host accounts can establish a WebEx site that can be branded with customer specific graphics and other information.

During a net conference of any type, audio usage charges will apply if using the integrated audio services available with the net conference account.

A net conference user account with MN.IT provides customers with access to this suite of conferencing solutions. Once an account is established, net conferencing is intended to be self-service. Training materials are available on a customer portal. Charges for these services are billed back to the user’s organization on the monthly MN.IT voice services invoice.

#### Customer Responsibility

- Protecting user account information to prevent unauthorized use of the account.
- Determining where the usage billing for user accounts will appear on the MN.IT Services monthly Voice Services Invoice.
- Training end-users in the basic operational processes, features and functions of the service.

#### MN.IT Services Responsibility

- Provisioning net conference accounts.
- Providing a customer portal for training, reporting and configuration tools.
- Managing the underlying service provider.

#### Limits

- A net conference account is intended for an individual net conference host and should not be shared by multiple users.

### **Related Information**

- Minnesota Statutes 207 Chapter 16E (Office of Enterprise Technology)
- Enterprise Technology Fund 970 Rate Schedule
- Operational documents and information on OET websites
- Unified Communication and Collaboration (UCC) Service Level Agreement