



## Desktop Videoconferencing Stakeholder Agreement

**Project Phase:**

- Desktop Videoconferencing Production Service

**Service Required from Desktop Support, EWS, ITS:**

- Second-level support for desktop videoconferencing.
- Desktop videoconferencing onsite support for executives and staff who do not have local Faculty or Departmental IT Support.
- Support for Polycom PVX installation and related installer issues.
- Support for ITS recommended webcams as listed at <http://its.monash.edu/staff/videoconf/desktop>.

**Dates / Timing:**

- As per SLA or operational process already in place.

**Costs / Fees:**

- As per SLA or operational process already in place.

**Account Code:** N.A.

**Contingency:**

- Service Desk (SD) also possesses the skills required in installing and configuring desktop videoconferencing; and support can be provided by SD over the phone or email communication.
- Second-level support for desktop videoconferencing is also provided by Network Infrastructure Services (NIS).

**Team Member Responsible:**

- Jasvinder Taggar for Desktop Support leader from EWS.
- Joshua Edmonds for Polycom PVX installer issues/upgrades/repackaging.

**Stakeholder / PM Related to Project:**

Print Name	Signature	Date
Print Name	Signature	Date

The above service will be provided as agreed.

WORKFLOW FOR VIDEOCONFERENCING SERVICE

