



Desktop Videoconferencing Stakeholder Agreement

Project Phase:

- Desktop Videoconferencing Production Service

Service Required from Service Desk, ITS:

- To provide students and staff with first-level support for desktop videoconferencing using Polycom PVX and the recommended webcams.
- To provide installation guidance and troubleshooting when a client requests for desktop videoconferencing. However, if the client has a local Faculty or Departmental IT Support, the request is to be forwarded to the local IT Support and client informed.

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:

- Faculty or Divisional IT Support also provides for first-level support for desktop videoconferencing.
- SD in various locations/campuses can provide for support at other locations, if required and appropriate.
- Desktop Support (EWS), ITS who provides the second-level support for desktop videoconferencing service may also provide the required services.

Team Member Responsible:

- Berwick/Peninsula: Darrell Stitt, Dayne Sikma, Samantha Garrett, Tania Horton
- Caulfield: Sally Awad, Hayden Hamwood, Michael Goncalves
- Clayton: Mark Gay
- Gippsland: Marchelm Bomers, Steve Burgiel

Stakeholder / PM Related to Project:

<i>Print Name</i>	<i>Signature</i>	<i>Date</i>
<i>Print Name</i>	<i>Signature</i>	<i>Date</i>
<i>Print Name</i>	<i>Signature</i>	<i>Date</i>

The above service will be provided as agreed.

WORKFLOW FOR VIDEOCONFERENCING SERVICE

