



Desktop Videoconferencing Stakeholder Agreement

Project Phase:

- Desktop Videoconferencing Production Service

Service Required from Shared Systems, ITS:

- Provide, install and maintain the gatekeeper server and Operating System.
- Install the required Operating System packages; and provide Network Infrastructure Services (NIS) with remote access to configure the gatekeeper service.
- Provide web server on the gatekeeper server to run Perl scripts for gatekeeper administrators to display Call Detail Records (CDR) and other system information.

Dates / Timing:

- See contingency plan below.

Costs / Fees:

- As per SLA or operational process already in place.

Account Code: N.A.

Contingency:

- In the event of contingency being exercised, the server will have redundancy through a standby configuration that can be deployed in reasonably quick time. The restart of the application will be NIS responsibility particularly since NIS is the Application Owner and have access to the application through user account access. NIS also has sudo access to init script to fix up the application and httpd restarts.
- NIS will verify the Service accessibility upon availability before releasing it to users.
- Comment: Most of this should be scripted and tested before production.

Team Member Responsible: Katherine Lim and Zoltan.

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>

The above service will be provided as agreed.