

Division: Information Technology Services

| | |
|---------------------------------|---|
| Service Statement Title: | PC Videoconferencing |
| End Users of Service: | Monash University staff and other authorised users at specific locations at all Monash University locations. |
| Service Description: | To provide a basic PC videoconferencing which allow staff, university collaborators, partners and guests to connect with one another on the Internet from any desktops. |
| KPI: | <ul style="list-style-type: none"> The PC videoconferencing service infrastructure is available during 99% of supported hours. |
| Measured by: | <ul style="list-style-type: none"> Services will be measured by availability of the gatekeeper service. |

| Subservice Description | Service Provider Responsibilities | Client Responsibilities |
|--|--|--|
| <ul style="list-style-type: none"> To extend the videoconferencing service to allow PC videoconference calls to be made from desktops within the university and externally as well. | <ul style="list-style-type: none"> To provide and maintain the gatekeeper service so that users can be registered to allow the gatekeeper to set up calls. To facilitate provision of a PC videoconferencing client, Polycom PVX, for end users to be able to make videoconferencing calls. To provide 2nd level support to Faculties and Divisions. To provide and maintain the videoconferencing directory for end users to be able to find VoIP numbers of other users. | <ul style="list-style-type: none"> To install the PC videoconferencing client. Installation help is available from Faculty IT Support group or ITS Service Desk, if required. To provide for videoconferencing devices such as webcam and headset. |
| Other Information | | |

Service Availability

- The total potential availability of this service is 24 hours per day, 7 days per week. This service includes supported infrastructure availability between 8am and 10pm Eastern Standard Time, Monday to Friday on University working days. Limited on call support is available in accordance with the ITS on call provisions. Any necessary outages are advised to all parties involved and extended outages are negotiated with these parties.

| Days | Time | Monitor or Support |
|---------------------|---|---------------------|
| Monday to Friday | 8am – 10pm (During University working days) | Monitor and Support |
| Saturday and Sunday | 9am – 5pm | Support |

Logging Support Requests

- The first level support contact is the Faculty or Division IT Support group and if a local IT support group does not exist, the first point of contact is the ITS Service Desk (or equivalent).

Problem Escalation Procedures

- Follow the standard ITS Desktop escalation procedures as described at <http://www.its.monash.edu/policies/incidents>

Critical Service Dependencies

- Power and data network availability.

Other Information

References

- <http://its.monash.edu.au/staff/videoconf/desktop>

Other

- The Service Manager is: Manager, Network Infrastructure Services, ITS