Video Conferencing WebEx & Spark

NEBRASKA
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OFFICE OF THE CIO

Video Conferencing
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Rate

$5 per month, per account (all users must have an account). Webex and Spark are included in this price.

General Overview

WebEx is an Internet, cloud-based web conferencing and collaboration service. WebEx offers Meeting Center for face-to-face meetings; Event Center to hold events and webinars; Training Center for organizations that offer online training or courses; and Support Center to provide all customers with remote support. Unlimited use of these centers is included in the monthly rate.

Spark is a cloud-based service offering from the Office of the CIO. It is a collaboration tool designed for the needs of work teams and includes messaging, meetings and calls from any device, anywhere, anytime.

Service Description

Service can be provided to customers using desktop, laptop, tablet or cell phone. WebEx and Spark may be used anywhere an Internet connection is available.

WebEx Provides:	Spark Provides:
Up to 1,000 participants per hosted event.	Up to 25 participants in a video call (all users must have Spark)
Meeting Center: for face-to-face meetings.	Persistent meetings, IM's and video calls across all your devices in real time.
Training Center: for online training.	
Event Center: for events and webinars.	
Access to Support Center: for remote support.	
Online recordings of events for future review and distribution.	

The service includes:

- Internet video conferencing

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- Collaboration tools such as screen sharing, text chat, session recording and more.
- Video endpoint (codec) participation (bridging charges may apply if device is not SIP enabled).
- Provisioning, training, and support provided with account.

The service does not include:

- User equipment such as personal computers or mobile devices and internet services.

Roles and Responsibilities

A WebEx "Host" account permits that host to originate a WebEx event (meeting / training / support) non-concurrently for up to 1,000 participants.

The host is responsible for ensuring the security of their account. Sharing account credentials is prohibited by the State Acceptable Use Policy. During any given meeting, the role of "host" and "presenter" may be reassigned to meeting participants after the meeting has been created and started by originating host account thereby granting control of that single event to other than the originator.

The host is responsible for any event recordings generated using the service. Recordings may be up to 10 gigabytes in size (or 10 gigabytes in total storage for multiple events). If the recording contains protected/privileged information, the host is responsible to ensure reasonable data protection and distribution in accordance with state data security policies.

Requesting Service

Submit a Service Request to create a new account via the Service Portal: https://serviceportal.ne.gov

The following information will be needed when ordering the service:

- Requesting Agency
- Account Name
- Email Address
- Job Code and Work Order Number

Service Expectations, Hours, Availability and Reliability

Service is available 24 x 7. Service conditions may depend on Internet connectivity and cannot be guaranteed. Service is hosted from the Internet (cloud based service) and is expected to be available at all times.

Support issues will be handled by the Network Support video staff in conjunction with the OCIO service desk during state business hours. After hours support will be routed through on-call personnel.

Online experience may vary depending on network/Internet conditions at any given location. Service is "best effort" delivery and cannot be guaranteed. Network connectivity/performance troubleshooting is limited to State of Nebraska network coverage only.

Mitigation:

- When using video conferencing, it is recommended to connect to the State network from a State resource.
- Avoid using cellular data, public Wi-Fi or other publicly shared/congested Internet connectivity.

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Security:

- WebEx and Spark are secured and encrypted services.

- WebEx and Spark do not capture content in conjunction with these services other than if the host records the session using Webex. The host can then download the recording and remove it from WebEx.

Cost and Billing Information

The Office of the CIO uses Billing Accounts, Job Codes and Work Order numbers for authorizing work and tracking costs for specific projects. The customer may designate which job code and work order number to use or request a new job code and work order number. Contact the Office of the CIO for assistance with developing an accounting structure that meets the needs of the organization.

Customer Support and escalation

For more information about WebEx and Spark please follow this link:
https://collaborationhelp.cisco.com

For further information, please contact:
The Office of the CIO Service Desk

Request this Service: https://serviceportal.ne.gov

cio.help@nebraska.gov

402-471-4636 or 800-982-2468