

Video Conference Unit Subscription

Network Services/Open Systems
November 2022

Description	Rate FY22/FY23	Debit Code
Video Conference Unit (VCU)	\$51.00/connection/user	192

All OCIO rates can be found at: [Rates & fees](#)

General Overview

The Video Conference Unit (VCU) service allows face-to-face interaction in real time using a point-to-point or point-to-multipoint two-way video and audio communication. It is a service that can be used to increase productivity and reduce travel expenses. The VCU enables connections between different systems, including Cisco Endpoints, WebEx, and other video systems (Polycom, Zoom and other conference systems).

Service Details

The service has many benefits, including:

- Video conferencing technology allows people to interact face-to-face with two-way video and audio communication and can be used for all levels of the state, including educational systems, state agency meetings, statewide training activities, emergency response assistance and public hearings.
- Video conferencing is ideal for bringing communities across the state together to conduct meetings, distance learning, worker training, and other collaborative applications.
- Video conferencing can increase productivity, reduce travel expense, and allow staff to quickly meet with a number of separate locations across the state.
- A Video Conference Unit is any device that connects to our Telepresence Backbone, such as video conferencing endpoints.

The service includes:

- Video call bridging
- Event scheduling
- Remote troubleshooting
- Video Conferencing endpoint connection

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The service does not include:

- The video unit
- Internet services for the connection

Roles and Responsibilities

This service is managed and monitored by the Office of the CIO.

Requesting Service

Contact the OCIO Help Desk at 402-471-4636 or submit a Service Request via the Service Portal:

<https://serviceportal.ne.gov>

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.

Service Expectations, Hours, Availability and Reliability

Support is available during normal business hours, by calling the OCIO Service Desk at [402-471-4636](tel:402-471-4636).

Customer Support and Escalation

Customers may contact the service desk 24x7. For assistance please call 402-471-4636 or, for less urgent problems submit tickets by visiting <https://serviceportal.ne.gov> .

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

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

402.471.4636 or 800.982.2468