

Video Conference Unit Subscription

Network Services Open Systems
June 2021

Rate

Monthly, per connection: \$51.00

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, Microsoft Teams 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

The service does not include:

- The video unit
- Internet services for the connection

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Roles and Responsibilities

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

Requesting Service

Requests are made using the Service Desk Ticketing system. Contact the OCIO Service Desk at 402-471-4636 or by email at cio.help@nebraska.gov. Or Submit a Service Request: <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

Support is available during normal business hours, by calling the Office of the CIO Service Desk (402- 471-4636).

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.

**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