

# Webex Teams

*Network Services/Open Systems*  
*October 2020*

**Rate - No Charge**

## General Overview

Webex Teams 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 Details

Service can be provided to customers using desktop, laptop, tablet or cell phone. Webex Teams may be used anywhere an Internet connection is available. Messages will be retained indefinitely. It is up to the individual account owner to follow the record retention policies for their Agency. Any response to requests for records will need to be provided by the Agency.

### The service includes:

- Up to 4 participants in a video call (all users must have Webex Teams)
- Persistent meetings, IM's and video calls across your devices in real time
- Internet video conferencing
- Collaboration tools such as screen sharing, text chat, session recording and more
- Video endpoint (codec) participation (bridging charges may apply)
- Provisioning, training, and remote support provided with account
- Secured and encrypted service
- Does not capture content in conjunction with these services other than if the host records the session. The host has the ability to download the recording and remove it from Webex.

### The service does not include:

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

## Roles and Responsibilities

The host is responsible for ensuring the security of their account. Sharing account credentials is prohibited by the State Acceptable Use Policy.

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.

## Webex Teams

Recordings made with this service will be stored temporarily in the private cloud, unless otherwise specified. Files will be deleted after 30 days. Documents required to be kept longer than 30 days should be stored on agency secured storage and removed from Webex.

For more information about Webex Teams, please follow this link: <https://help.webex.com>

### 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 Open Systems video staff in conjunction with the OCIO service desk during state business hours. After hours, customer can contact Cisco support.

***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

### 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](mailto:cio.help@nebraska.gov)**

**402-471-4636 or 800-982-2468**