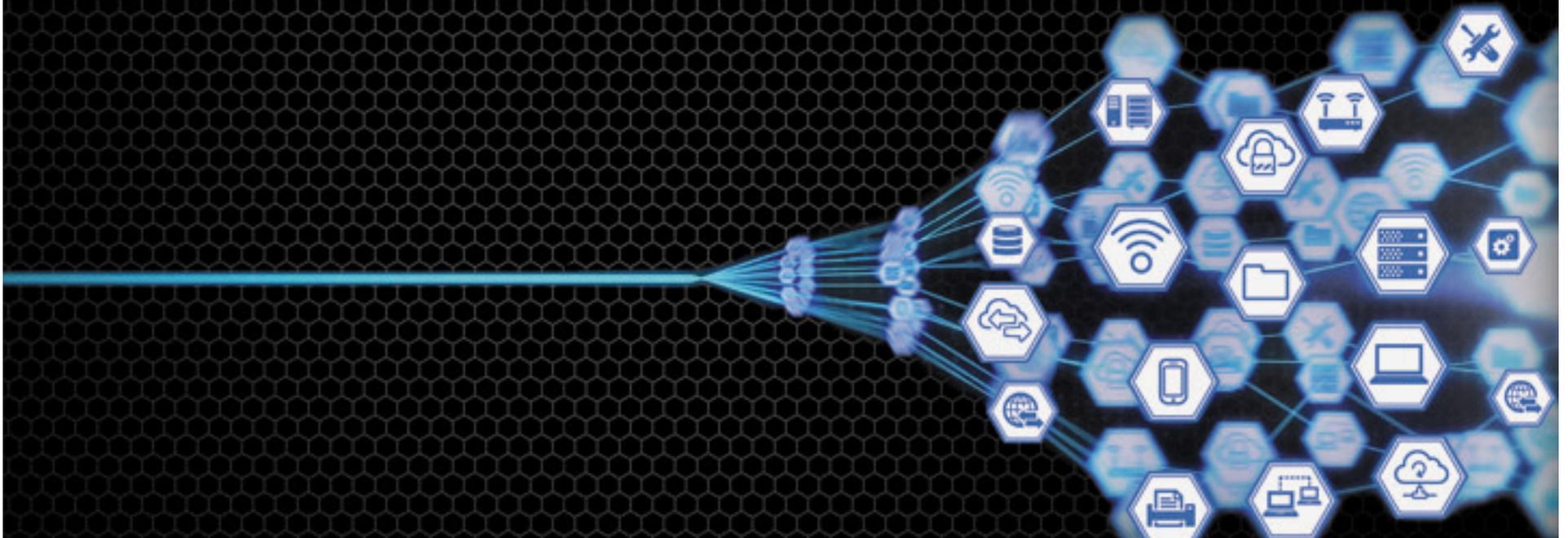




Hosted Video Agency Kick-off



- **Introductions**
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- **Dependencies / Constraints for Deployment**
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Introductions



Customer	
Role	Resource(s)
Sponsor	
Point of Contact	
Project Manager	
Network Engineer	

CBTS	
Role	Resource(s)
Account Manager	Chris Burns
Service Delivery Mgr	Ron Davis
Project Manager	
Video Engineer	Andrew White

Hosted Video Solution Offering



Included:

- Accommodates both audio & video endpoints
- Content sharing
- Web collaboration & streaming
- Calendar integration with outlook for scheduling of conference rooms
- Skype for business integration - PC's, video system endpoints, smartphones, mobile devices and Cisco video phones can all connect to conference and collaborate seamlessly
- One touch dialing from video endpoints using Skype integration
- Performance analytics to optimize service
- Service delivered via OneNet / OARnet - Conferences traverse through State of OH network, not the internet
- Hosted in CBTS data centers
 - Utilizes same secure VoIP environment
 - All bridge maintenance including upgrades, capacity planning, monitoring, etc. provided by CBTS

Included at additional charge:

- Video recording available with storage on CBTS encrypted SAN

Customer Responsibilities



The customer is responsible for preparing each of their sites for Video services. CBTS will provide a Hosted Video Site Readiness document detailing each step required.

- **Video Network Requirements**
 - Order OARnet connectivity (if currently not in place)
 - Submit Service Now Ticket for Video Network Settings and Firewalls
 - Submit Service Now Ticket for DHCP reservation and DNS Names Assignment

- **Video Equipment**
 - Submit Service Now Ticket to Order Video Equipment
 - Install All Equipment (CBTS can be contracted for this task)

- **NGTS Hosted Video Room Profile / Outlook Calendar Account Setup / Skype for Business Account Setup**
 - Submit Service Now Ticket to order Hosted Video Room Profile - *Initiates the Hosted Video Service request with CBTS*
 - Submit a Service Now Ticket for Outlook Calendar Account Setup for the Video Room
 - Submit a Service Now Ticket for Skype for Business Account Setup for the Video Room (Trio devices)

- **Video Room Readiness**
 - Provide all network cabling and PoE data jacks (1, 2 or 3 ports)
 - Provide 120v AC Power Outlets

- **Video Support**
 - Designate a primary and secondary Local Video Support resources

Dependencies / Constraints for Deployment



Tasks	Site Readiness Task	Average Time Constraints	Dependencies
1	OARnet Connectivity	60 days	
2	Submit Service Now Ticket to Order Video Equipment	30 days	Quote from CBTS
3	Submit Service Now Ticket for Video Network Settings and Firewalls	14 days	Task 1
4	Submit Service Now Ticket for DHCP reservation and DNS Names Assignment	14 days	Task 2
5	Submit Service Now Ticket for Outlook Calendar Account Submit Service Now Ticket for Skype for Business Account (if needed)	14 days	
6	Network cabling, PoE data Jacks & 120v Power outlets installed	14 days	
7	Submit Service Now Ticket to order Hosted Video Room Profile (with TAW)	14 days	
8	All equipment installed	1 day per room	Tasks 3, 6
9	Hosted Video turn-up		Tasks 1 through 8

Note 1: *There are varying degrees of site readiness across the agencies.
For example, some site may have already completed tasks: 1, 2, 6, 8*

Note 2: *All sites - regardless of readiness status - must complete tasks: 3, 4, 5, 7, 9*

Hosted Video Timeline



Week 1	Week 2	Week 3	Week 4	Week 5	Week 6	Week 7	Week 8	Week 9	Week 10	Go-Live	Owner	
OARnet										1 Day	OIT	
				Video Equipment Procurement							Agency	
								Network & Firewall			Agency/OIT	
								DHCP & DNS Order			Agency/OIT	
								SfB/Outlook Acct Setup			Agency/OIT	
								Cable & Power			Agency	
								NGTS Profile			Agency	
									Equip Install		Agency/CBTS	
											CBTS Build & Turn-up	CBTS
											CBTS Training	CBTS

Key Risks / Activities Impacting Service Turn-up Timing

- **OARnet Connectivity**
 - Provided and managed by OIT.
 - Delivery of OARnet connections vary by location and may delay turn-up of your services.
 - Video Network settings and firewall change requests can't be initiated until OARnet connections are completed.

- **Video Network Settings and Firewalls Change Requests**
 - Managed by various network support groups across agencies.
 - Service Now request processing may vary by agency.
 - Network / Firewall testing occurs on day of turn-up

- **Video Equipment - Ordering / Receiving / Installation**
 - Equipment must be ordered and received by the customer.
 - Video equipment MAC addresses must be captured by the customer and submitted on the DHCP reservation and DNS service requests.
 - Equipment installation must be completed prior to your service turn-up.

- **NGTS Hosted Video Room Profile / Outlook Calendar Account / Skype for Business Account**
 - Service Now requests must be submitted for each.

Provided jointly by The Office of Information Technology (OIT) and CBTS

- Includes production break/fix support and maintenance requests (e.g., user add / change / delete).
- Instructional questions and basic video unit troubleshooting issues should initially be directed to your local video support resources
- If site support personnel are unable to resolve the issue, they will escalate to the Computer Service Center (CSC), who will create a ticket and troubleshoot the issue.
- Complex issues or any ticket that could not be resolved by the CSC, will be escalated to appropriate CBTS and/or OIT technical resources for resolution.

Important - - Always provide your local video support resources and the CSC with the following video room information:

- Building & Floor
- Conference Room Name
- Conference Room DNS Name

Discovery Document



[ENTER CUSTOMER NAME HERE]

1	Project Manager/Point of Contact for this Program:			
2	Current video endpoints?	<input type="checkbox"/> No	<input type="checkbox"/> <u>Yes</u> Will these be switched to hosted solution?	<input type="checkbox"/> Yes <input type="checkbox"/> No
3	When do you want all of your sites deployed?			
4	What is driving this date?			
5	Do you have access to the state's Service Now ticketing system? <input type="checkbox"/> Yes <input type="checkbox"/> No			
6	Who will submit Service Now tickets for this program?			
	Name:			
	Phone Number:			
	Email Address:			
7	List each site location to install video in priority order			
	<i>Location</i>	<i>OARnet Connectivity status</i>	<i>Current NGTS Voice Services</i>	<i>Expected Site Readiness</i>
				<i>Video Recordings (Additional charges apply)</i>

Standard Process:

1. Discovery document sent to customer for completion
2. Returned to CBTS PM prior to kickoff
3. Reviewed during kickoff meeting

- Follow-up on Hosted Video Solution program and/or technical questions
- CBTS Project Manager (PM) to meet with customer PM to create project schedule
- Establish weekly status meeting
- Provide customer with the Hosted Video Site Readiness document