Audio Conferencing

Service Description

ITS manages the state's contracts for the Toll-Free User Managed Audio Conferencing service and Local Meet-Me Conferencing service.

- Toll-Free User Managed Audio Conferencing service:
  - Supports up to 125 participants per call
  - Provided through AT&T network services
  - 24/7 availability of conference bridges
  - Secure conference calls can be accomplished by enabling a conference pass code on a per call basis
  - No reservations required

  Important: Caution should be used when scheduling any conference calls on office calendaring systems. Do not publish the passwords/conference id numbers, etc., on the calendar unless the meeting is marked "private"; otherwise, anyone with access to the calendar can gain access to the conference call.

- Local Meet-Me Conferencing service:
  - Allows up to 30 participants
  - Reservations are made through the state telephone operators and are on a "per occasion" basis
  - Available in several AT&T metropolitan service areas
  - Is a shared conference arrangement and is not secure

Hours of Availability

- Toll-Free User Managed Audio Conferencing service is available 24/7 after initial setup by ITS.
- Local Meet-Me Conferencing service:
  - Available for reservations Monday through Friday, 8:00 a.m. to 5:00 p.m., except for holidays
  - Available for use 24/7 once the reservation is established

Customer Responsibilities

- For Toll-Free User Managed Audio Conferencing service:
    - Initiate service requests via Telephone Service Request form (TO-5) and submit to the Solutions Development group.
        - The Solutions Development group will process the request and provide the requester with confirmation and conference bridge access information via email.
        - The service provider (AT&T) will also mail complete dialing instructions to the requestor within two weeks of order fulfillment.

- For Local Meet-Me Conferencing service:
    - Reservations are made on a first come, first serve basis.

- Requests must be submitted by email to its.call.reservation@its.nc.gov at least 24 yours before the conference call is required.
    - Information to be submitted:
        - The conference leader's name and telephone number
        - The requester's name and telephone number
        - The contact person's email address
        - Date, beginning and ending time of call
        - Valid 10-digit state government telephone number to which charges will be billed
- Obtain a printable copy of the "Local Meet-Me Conference Call" request form that can be used for submitting requests.
- Customers should not attempt to reuse a Meet-Me Conference number without verifying if it is available with the state telephone operators.
- Questions may be directed to the state telephone operators at 919-733-1110.

Global Service Levels

- Global Service Levels include the general areas of support that are applicable to every ITS service.
- The purpose of the Service Level Agreement (SLA) is to document support provided for all ITS services in the Global Service Levels, document the service provided in the Service Description and document any optional customer specific requirements (additions or changes) in the Addendum. However, if there are any differences, information documented in the SLA Addendum takes precedence over the information stated in the Global Service Levels and/or the Service Description

Service Support

- Hours of Support

The ITS Service Desk operates 24 x 7 and offers a single point of contact for all customer inquiries related to the State of North Carolina's business and technical infrastructures. The Service Desk agents provide business and technical infrastructure analysis, problem solving, and first and second level diagnostics.

- Contacting Support

Call the Service Desk at 919-754-6000 or toll free at 1-800-722-3946 or email the Service Desk at ITS.Incidents@its.nc.gov.

- Incidents and Service Requests

    - Ticket Creation

    Any critical Incident or critical Service Request should be initiated by calling the ITS Service Desk. If a critical Incident or Service Request is initiated by eMail, it must be followed up with a telephone call to the Service Desk to ensure proper prioritization. When sending an eMail, summarize the nature of the Incident or Service Request in the Subject field.

    Upon creation of a ticket, the customer will automatically receive through eMail a Receipt Confirmation with the ticket or reference number. This confirmation denotes that the Incident or Service Request has been logged at the ITS Service Desk and that it is being assigned to a work group. The customer is responsible for ensuring that their eMail address is provided to the ITS Service Desk for update and resolution notification purposes.

    - Ticket Prioritization

    The ITS Service Desk assigns a Priority to every Incident or Service Request that is initiated. The ITS Prioritization Model is used to ensure a consistent approach to defining the sequence in which an item needs to be resolved and to drive the assignment of resources.

    The Priority assigned to a ticket depends upon:
    - The Impact on the business: size, scope and complexity of the Incident
    - The Urgency to the business: time within which resolution is required
    - The resource availability
    - The expected effort in resolving or completing a task

    - Incident Target Customer Status Update and Resolution Times

    The following chart shows the Incident Target Customer Status Update and Target Resolution Times by Priority after creation and initial assessment / assignment of a ticket by the Service Desk. Resolution Times are measured in clock hours and/or minutes unless otherwise specified.

    - The Target Customer Status Update Time is the time interval that the Service Desk has to update the Customer who reported the Incident on ticket status.

- The Target Resolution Time is the total time from ticket creation to Incident resolution and restoration of service to the user. Service may be restored either by a workaround or by a permanent solution. ITS strives to resolve ninety percent of Incidents within the time frame specified for each Priority.

Priority	Target Customer Status Update Time	Target Resolution Time
Critical	Every 60 minutes or as agreed upon with the Customer(s)	4 hours or less
High	Every 2 hours or as agreed upon with the Customer(s)	8 hours or less
Medium	Upon request	24 hours or less
Low	Upon request	3 business days

- Service Request Target Customer Status Update and Resolution Times

  - **Target Customer Status Update Time**
    For all Priority Levels, the Target Customer Status Update Time will be as agreed upon with the customer upon ticket creation.

  - **Target Resolution Time**
    All Service Requests will require a Target Resolution Date. The date will be entered into the IT Service Management tool upon creation by the Service Desk Agent and will be set based on the provisioning time established for the specific request type. This date should be a mutually agreed upon target date per request type as defined within each customer's Service Level Agreement. In the absence of such date agreements or definitions, the target date will initially be populated with the customer required date and may be revised later as appropriate.

Customer Communication

As previously stated, ITS will update customers as Incidents are being worked and upon Incident resolution. ITS will also provide communications when Incidents or outages occur that may impact the customer through the ITS Customer Communications Hub. Customers of ITS should visit the ITS Customer Communication Hub at https://communications.its.state.nc.us/ to self- register for communications regarding services and to view service status. Customers may also subscribe to the Projected Service Outage Report via the Communications Hub which provides information regarding upcoming change events that have the potential to impact services and lines of business.

Customer Escalation

The ITS Service Desk is the single point of contact for initiating all Incidents and Service Requests, including any requests for ticket escalation. Please contact the ITS Service Desk at 919-754-6000 or toll free at 1-800-722-3946 or eMail the Service Desk at ITS.Incidents@its.nc.gov.

The Business and Technology Services Leader assigned to your agency is available to address any questions you may have about ITS services, processes or information technology business needs. You may contact your Business and Technology Services Leader directly or initiate a Service Request with the ITS Service Desk.

Change Management

The primary goal of Change Management is to protect the live environment from unintended impacts as a result of changes made to the various systems, applications, and equipment operating on the enterprise network. All changes to the ITS infrastructure must have a Request for Change (RFC) ticket submitted in Remedy. As a customer-centric organization, our first task is to ensure that our customers do not experience an unnecessary or unanticipated interruption in their daily business activities.

According to the ITS Change Management Process, a RFC requires that the requestor:

- Document any impacts to the service or other existing services
- Secure the required approvals from managers and advisory board members
- Document implementation, test, and back-out plans
- Schedules and implements the change during periods of low impact to the organization whenever possible

Finally, a careful review of the success or failure of the change coupled with a strong system of success and impact metrics provides the checks and balances as to whether the process is solid, is being followed, and provides useful reporting data to decision makers and other stakeholders.

If an Incident or Service Request results in a RFC being generated at ITS, the ITS policy for lead time will be followed wherever feasible. The three levels of change types are Major, Significant and Minor. A Major Change requires 20 business days lead time, a Significant Change requires 10 business days lead time, and a Minor Change requires 3 business days lead time and has little or no impact.

Enterprise Change Advisory Board

ITS facilitates the Enterprise Change Advisory Board (ECAB) meetings, whose membership consists of agency and ITS representatives. The purpose of the ECAB meetings is to communicate all Major and Significant changes to its members. ITS changes are bought before the ECAB when they affect two or more agencies including ITS. Agency members also bring information to the ECAB when their changes may impact an ITS upcoming change or potentially affect another agency. For example, an agency may request a quiet period for no changes to the IT Infrastructure during a significant business event.

Prior to the ECAB meetings, ITS provides to the membership a Forward Schedule Of Change - ECAB Detail Report, which shows the detail of RFCs that are identified for ECAB review and information. Contact your Business and Technology Services Leader if you have any questions regarding the ECAB.

In addition to the ECAB specific reports, all customers of ITS may subscribe via the ITS Communications Hub to the Projected Service Outage report. This report, which is published each Thursday afternoon, details changes that may impact customers. If you need assistance with subscribing to reports or to notifications available through the Communications Hub, contact your Business and Technology Services Leader.

Security Standards and Policies

- ITS services adhere to ITS and State CIO Security Standards and Policies
- The Customer is responsible for ensuring that their systems and services are compliant with and follow State CIO Security Standards and Policies

Business Continuity Plan

ITS has a Continuity of Operations Plan (COOP) to ensure the continuity of critical business functions.

Service Level Reviews

- ITS will use a phased approach in initially conducting Service Level Reviews. The reviews will be facilitated by the ITS Customer Service group and conducted at a minimum on a quarterly basis or as needed. A Business and Technology Services Leader and the customer will participate in the reviews.

- Service Level Agreements (SLA) will be reviewed, and/or renewed, at least once per year or as required. Customers may request a review of Service Level Agreements at any time by contacting the ITS Customer Service group. The SLA will also require review under any of the following conditions:

    - Whenever there is a significant and/or sustained change to the delivery of the service
    - Whenever there is a significant change requested to the SLA that supports the ITS service

- As a result of these reviews or as other information is provided, Service Improvement Programs will be implemented as needed.

Metrics and Reports

Metrics and reports will be discussed at the Service Level Reviews. Archival of all reports shall follow the records retention schedule adopted by the North Carolina Office of Information Technology Services and the State Records Branch General Schedule, as applicable.

Report Name	Reporting Metric	Reporting Interval	Reporting Source
SLA Report for Incidents Resolved	Resolved incidents within and outside of the SLA; Service Request Resolution Times	Monthly	Service Management Reporting Tool

Dispute Resolution

The Parties (ITS and the Customer) agree that it is in their mutual best interest to resolve disputes informally and amicably. If representatives of the Parties are unable to resolve any dispute after reasonable negotiation, such issue shall be escalated to the respective legal counsel of the Parties, and then, if necessary, to the heads of the respective agencies. If the dispute still remains unresolved, then either Party may seek resolution using the mechanism set out in N.C.G.S. 147-33.93.

Confidentiality

As a result of this SLA, each Party (ITS and the Customer) is likely to have access to information or records of the other Party that is exempt from disclosure under applicable law. Such information shall be deemed “Confidential Information.” Each Party shall maintain all Confidential Information of the other Party in strictest confidence and will not at any time use, publish, reproduce or disclose any Confidential Information, except to the extent necessary to carry out the Party’s duties under this SLA or as expressly authorized in writing by the other Party.

Each Party shall, prior to disclosing any Confidential Information to any contractor or other third party, promptly seek and obtain authorization for the disclosure from the other Party and shall ensure that the contractor or other third party is subject to a non-disclosure agreement enforceable in North Carolina. Nothing in this paragraph is intended to prevent either Party from compliance with any order issued by a North Carolina state or federal court.

Ownership and Custody of Data

All data or other records held or stored by ITS as a result of this SLA shall be considered the property of, and in the custody of, the Customer. In the event of a request made to ITS for access to Customer records pursuant to the North Carolina Public Records Act or by other legal process, ITS will decline such requests and indicate to the requestor that ITS is not the custodian of such records. ITS will refer the requestor to the Customer and will notify the Customer of such request as soon as is reasonable under the circumstances, in order to provide the Customer with an opportunity to state or otherwise argue its own position concerning such request.