

## Multi-Control Unit Subscription

February 4, 2015

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### 1. Rate:

\$31 per month per connection

### 2. General Overview:

The Multipoint Control Unit (MCU) 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 MCU enables connections between different systems, including NVCN, Microsoft's LiveMeeting (OCS), the Distance Education Network, and NET's video archiving system. It can also connect to Apple's Macintosh technology.

### 3. Service Description:

The service includes:

- Multipoint Control Unit (MCU) port usage
- Event scheduling
- Troubleshooting
- Video Conferencing endpoint equipment (codecs, cameras, microphones, etc.)
- Endpoint maintenance
- Video conference room

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 meeting with a number of separate locations across the state.
- Redundancy of MCUs.

The rate of \$31.00 monthly per connection is based on oversubscription factors of 10 and 20 for different components of the system. These oversubscription factors are based on industry averages. The over subscription factors allow the costs to be spread over more customers to reduce the rate. It also creates a risk that the service may be at full capacity at some times. Consequently, the service is offered as a "best effort" rather than a guaranteed service available at all times.

The unit of measurement is a per connection charge. Each port on the MCU allows one connection. Agencies subscribe to the maximum number of concurrent connections that will be needed at any one time. A connection is any device that communicates to the MCU, such as a codec or desktop video camera. The number of subscriptions that an agency needs will be reviewed periodically or at least annually

#### **4. Requesting Service:**

Requests are made using the Help Desk Ticketing system. Contact the OCIO Help Desk at 402-471-4636 or by email at [cio.help@nebraska.gov](mailto:cio.help@nebraska.gov).

#### **5. Billing Information:**

Billing for this service is processed through CSB (Communications System Billing). CSB uses a combination of accounts, job codes and billing numbers for authorizing work and tracking costs for specific activities. The customer may designate which job code and billing number to use. Contact the Office of the CIO for assistance with developing an accounting structure that meets the needs of your organization.

#### **6. Service Hours, Response Times, and Escalation:**

The Multi-Control Unit is available 24 x 7. Assistance can be obtained by contacting the OCIO Help Desk (402-471-4636 or, for less urgent problems, directing e-mail to [cio.help@nebraska.gov](mailto:cio.help@nebraska.gov)).

**For further information, please contact:**

**Office of the CIO Help Desk**  
**[cio.help@nebraska.gov](mailto:cio.help@nebraska.gov)**  
**402-471-4636 or 800-982-2468**