Information for Client Services on Requests for Video or Web Conferences

Procedure for NSU OIT Client Services via e-mail or phone request:

1. Be prepared to collect the following information from the end user

(Red is minimum required info):

1. Type of Conference (E.g. Video, Web)
2. Requestor's name, e-mail address, phone number
3. Name of the conference (e.g. SWK811-77, ECE240-77, TAG Meeting, etc)
4. Date and time of conference
5. Duration of conference (1 hr, etc)
6. Number of Sites in Conference
7. List of sites by name (remote locations)
8. Remote site technical contact information (provide e-mail address if available)
9. Presentation requirements (e.g. will Power Point or other materials need to be sent to all sites during the conference?)

For recurring conferences only

10. Beginning Date, Ending Date, and Excluded Dates

2. Enter the request as an OTRS ticket under the Conferencing queue. Use the appropriate sub queue such as “Video”, “Web”.

* Note * Please inform the customer of the following: A confirming e-mail will be sent to the requesting party and all site contacts within 3 business days of the original request (ad-hoc only) and within 2 weeks for DL class conferences. Additional time for the confirmation may be required depending on the ability to contact the responsible parties at the remote sites.

Request Policy

* Ad-hoc requests for point-to-point or multi-site videoconferences must be made at least 3 days PRIOR to the event.

* Recurring conferences (e.g. distance learning “DL” classes, etc) must be made at least 30 days PRIOR to class start.
GLOSSARY

Ad-hoc - A conference that is not recurring, typically a onetime meeting or event

Local site – A conference participant who is located at NSU.

Multi-site - A conference that involves several locations. These sites can be both local and remote.

Point-to-Point – A conference that only involves 2 parties, one local at NSU and the other at a remote location.

Remote Site – A conference participant who is located at another institution other than NSU.