National Video
Conferencing
Service

NHS SCOTLAND

National Video Conferencing Service (NVCS)
Service Catalogue Version 1.3

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Service Name: Management of VC End-Points

Service Alias: VC Support

Service ID: 101

Service Description

This service provides support for all the video conference end-points registered with the NVCS. The service includes system configuration, registration on TMS and remote endpoint management.

The scope of the service includes:

1. Endpoint registration and configuration on the management server (TMS).
2. Software update and pro-active monitoring of end-points' connectivity.
3. Remote endpoint management.
4. Provision of system specific user guides.
5. Problem management of VC endpoints related incidents.
6. Reporting and performance management.

The following are **out of the scope** of this service:

1. Hardware not registered on TMS (or other approved) management system.
2. Provision of hardware and/or software maintenance contracts.
3. Return to base of faulty hardware.
4. Procurement and on-site installation of end-points.
5. On-site support.
6. On-site routine maintenance, including AV accessories.
7. LAN/WAN connectivity.
8. On-site training.

Service Availability:

Monday to Friday (08:00 – 18:00).

No out of hours service is available.

How to Access the Service: Devices can be registered for the service via logging a request with the VC Service Desk on 01224 816666 or by emailing vc.support@nhs.net

Note: response time to service request is as set by the SLA.

Eligibility and Responsibilities:

The service is only available to health boards that have subscribed to NVCS.

Health boards will have suitable plan in place for hardware maintenance and if necessary software upgrades.

Only end-points registered on the central management system will be supported.

End points must also qualify for support as listed on the "Endpoint Supportability Catalogue" – *Appendix 1*.

Service Name: Support of Desktop VC Clients

Service Alias: Jabber MOVI, Jabber UC, Cisco Meeting App: Client setup and password reset
Service ID: 102

Service Description

This service covers the support of desktop VC clients. It involves the management of Jabber MOVI, Jabber UC and Cisco Meeting App user accounts, licences, and includes incident management associated with the use of these clients.

These VC clients transform a PC into a video conferencing station. All can be used to connect to bridged meetings and in the case of Jabber UC and MOVI, directly to hardware based video conferencing systems.

The full scope of the service includes:

1. Account set up.
2. Management of user accounts, password reset, account changes.
3. Provision of test tools for health boards.
4. Problem management of VC client related issues.
5. Provision of user and training guides.
6. Reporting and performance management.

The following are out of scope of this service:

1. Skype for Business, Microsoft Teams, Webex, Zoom, Adobe Connect etc.
2. Local installation of software and hardware.
3. Supply of web camera, headphones and other required hardware.
4. Network and desktop configuration within local health boards.
5. On-site support.
6. On-site training.

Service Availability:

Monday to Friday (08:00 – 18:00).

No out of hours service is available.

How to Access the Service: Subscribed health boards can assess the service via the VC Service Desk on 01224 816666 or by emailing vc.support@nhs.net

Note: response time to service request is as set by the SLA.

Eligibility and Responsibilities:

The service is only available to health boards that have subscribed to NVCS.

Service Name: Bridging Service

Service Alias: MCU booking service
Service ID: 103

Service Description

This service provides multisite conference and ISDN gateway capability. Multi-site meeting is the ability to have three or more sites participating in a single meeting.

The full scope of the service includes:

1. Provision of a bridge from 3 to upwards of 20 participants including IP, ISDN, WebRTC and a minority of telephone participants; to NHS and non NHS sites.
2. Bridge booking and changes to scheduled conferences and meetings.
3. Bridge booking for recurring conferences and meetings.
4. Live multisite conference and meeting management (e.g. connection and layout).
5. Incident management during live bridge meetings.

The following are out of the scope for this service:

1. Telephone only conferences.
2. Streaming of live meetings.
3. Provision of end-point details – this information must be provided by end-user booking the service.
4. Reporting of failed connection - the initial incident report must be made by the end-user.
5. Conference and meeting recording.

Service Availability:

Monday to Friday (08:00 – 18:00).

No out of hours service is available.

How to Access the Service: Subscribed health boards can assess the service via the NVCS webpage by completing the [Bridge Booking Form](). Access is also available by telephoning the VC Service Desk on 01224 816666 or by emailing [vc.booking@nhs.net]().

Note: response time to service request is as set by the SLA.

Eligibility and Responsibilities:

The service is only available to health boards that have subscribed to NVCS.

All service requests for bridge bookings should be made at least 2 working days ahead of the date of the conference.

It is the responsibility of subscribed health boards to ensure that all end-points involved in bridged meetings meet the "Endpoint Eligibility" criteria as specified in the Endpoint Supportability Catalogue (*Appendix 1*), as any devices causing quality issues in a multi-site conference may be dropped from the call.

Service Name: 1ˢᵗ and 2ⁿᵈ Line Remote Support

Service Alias: Remote Support

Service ID: 104

Service Description

This service provides 1ˢᵗ and 2ⁿᵈ line support for all the video conference end-points registered with the NVCS. The service includes system configuration, registration on TMS and remote endpoint management.

The scope of the service includes:

1. VC incident management – remote support; call logging, triage and resolution.
2. AV incident management – remote support for audio visual issues.
3. Desktop client incident – managing all desktop client issues; call logging, triage and fault resolution in line with SLA.
4. Live point-to-point incident management – remote support. This is restricted to health boards that have subscribed to the NVCS.
5. Live bridged meeting incident management – remote support.
6. Provision of test number and tools to test connectivity, audio video and other issues.

The following are **out of the scope** of this service:

1. Provision of support to health boards not participating in the service with the exception of 1ˢᵗ line remote support to those connecting to pre-booked multisite conferences.
2. Onsite support.

Service Availability:

Monday to Friday (08:00 – 18:00).

No out of hours service is available.

Note: AV peripheral support is limited to best effort.

How to Access the Service:

Subscribed health boards can assess the service via the VC Service Desk on 01224 816666 or by emailing vc.support@nhs.net

Minimum Data Set: The minimum data set as specified in the SLA must be provided when accessing this service.

Note: response time to service request is as set by the SLA.

Eligibility and Responsibilities:

The service is only available to health boards that have subscribed to NVCS.

Only end-points registered to the central management system will be fully supported.

Service Name: Training

Service Alias: Training and user guides
Service ID: 105

Service Description

This service provides training instruction and user guides for all devices fully supported in the Endpoint Supportability Catalogue contained in Appendix 1 and soft client and WebRTC access methods supported by the National VC Service.

The full scope of the service includes:

1. Endpoint specific user guides.
2. Desktop client user guides.
3. Training instruction.

The following are **out of the scope** of this service:

1. Onsite training.
2. Any device not supported on the Endpoint Supportability Catalogue (Appendix 1).

Service Availability:

Monday to Friday (08:00 – 18:00).

No out of hours service is available.

How to Access the Service:

Subscribed health boards can assess the service via the VC Service Desk on 01224 816666 or by emailing vc.support@nhs.net

Minimum Data Set: The minimum data set as specified in the SLA must be provided when accessing this service.

Note: response time to service request is as set by the SLA.

Eligibility and Responsibilities:

The service is only available to health boards that have subscribed to NVCS.

It is the responsibility of the health boards to ensure that required information for creating room specific user guides is provided.

Service Name: Jabber Guest Access

Service Alias: Guest Access

Service ID: 106

Service Description

This service provides the facility to connect external participants to an NHS endpoint, bridge or Jabber account using a URL which will open in a web browser or app.

The full scope of the service includes:

1. Guest Access booking service.
2. End user instructions for web browser and mobile device apps.
3. Advice and Support on the user of Guest Access.

The following are **out of the scope** of this service:

1. Telephone support to non-NHS staff on the use of Guest Access.
2. Any device not registered on TMS. These will not be used with Guest Access.

Service Availability:

Monday to Friday (08:00 – 18:00).

No out of hours service is available.

How to Access the Service:

Subscribed health boards can assess the service via the VC Service Desk on 01224 816666 or by emailing vc.support@nhs.net

Minimum Data Set: The minimum data set as specified in the SLA must be provided when accessing this service.

Note: response time to service request is as set by the SLA.

Eligibility and Responsibilities:

The service is only available to health boards that have subscribed to NVCS.

It is the responsibility of the NHS end user to ensure that the appropriate risk assessment has been made when using this service. Advice is given within the Guest Access pages on the NVCS website.

Service Name: Patient Access

Service Alias: Attend Anywhere/Near Me

Service ID: 107

Service Description

This service provides the facility to connect patients to NHS clinical staff using a URL which will open in a web browser.

The full scope of the service includes:

1. Set up of virtual waiting areas.
2. Training for clinical and admin staff.
3. Advice and Support on the user of Patient Access.

The following are **out of the scope** for this service:

1. Real time telephone support for patients.

Service Availability:

Monday to Friday (08:00 – 18:00).

No out of hours service is available.

How to Access the Service:

Subscribed health boards can assess the service via the VC Service Desk on 01224 816666 or by emailing vc.support@nhs.net

Minimum Data Set: The minimum data set as specified in the SLA must be provided when accessing this service.

Note: response time to service request is as set by the SLA.

Eligibility and Responsibilities:

Access to this service by health boards and approved third parties is controlled by the VC Programme Board.

It is the responsibility of the NHS end user to ensure that an appropriate service model is in place to allow the patient to contact the service and obtain support / appointment rebooking in the event of them being unable to connect to the waiting area.

Service Name: Patient Telephone Support

Service Alias: Attend Anywhere Patient Support

Service ID: 108

Service Description

This service provides a best efforts telephone support service to patients attempting to access the Attend Anywhere video consulting platform. To access this service, a member of staff must log a call with NVCS and provide contact details for the patient.

The full scope of the service includes:

1. A call back service to the service user's phone number at a time convenient to NVCS.
2. Best efforts telephone support to the patient.

The following are **out of the scope** for this service:

1. Real time telephone support for patients.
2. Remote takeover of the patient's equipment. The patient is responsible for any changes made to their settings.
3. Accessing services other than Attend Anywhere.

Service Availability:

Monday to Friday (08:00 – 18:00).

No out of hours service is available.

How to Access the Service:

Subscribed health boards can assess the service via the VC Service Desk on 01224 816666 or by emailing vc.support@nhs.net

Minimum Data Set: The minimum data set as specified in the SLA must be provided when accessing this service.

Note: there is no guaranteed response time for this service as it is dependent on staff availability.

Eligibility and Responsibilities:

The service is only available to health boards that have subscribed to NVCS.

It is the responsibility of the staff member logging the call to obtain consent from the patient to share their contact details with NVCS.

Appendix 1 – Supportability Catalogue

Support Category definition:

Category	Description	Service Level
Obsolete	The device does not provide video services of an acceptable quality. This may be manifest by connection difficulties or incompatibly with other equipment.	Devices will not be booked into conferences. Support not provided.
Limited	In some circumstances the devices may provide video service of an unacceptable quality. For instance this may be due to an out of date software version. Devices which are no longer supported by the manufacturer may be included in this category.	Support provided on a best effort basis. In the case of endpoints devices causing quality issues in a multi-site conference may be dropped from the call.
Full	Device fully supported.	Fully supported.
Pending adoption	Device being reviewed for adoption.	Limited support may be available, however this may be withdrawn if change request rejected.
Unsupported	The device is unsupported.	Support not provided.

Endpoint Supportability Catalogue:

Manufacturer	Model	Software Version	Support Category
Cisco	Webex Room Kit Pro	CE9.7.1 or later	Full
Cisco	Webex Room Kit Plus	CE9.7.1 or later	Full
Cisco	Webex Room Kit	CE9.7.1 or later	Full
Cisco	Webex Room Kit Mini	CE9.7.1 or later	Pending
Cisco	Webex Room 55	CE9.7.1 or later	Full
Cisco	Webex Room 70	CE9.7.1 or later	Full
Cisco	SX80	CE9.7.1 or later	Full
Cisco	DX70	CE9.7.1 or later	Full
Cisco	DX80	CE9.7.1 or later	Full
Cisco	EX60	TC7.3.17 or later	Limited
Cisco	EX90	TC7.3.17 or later	Limited
Cisco	MX200	TC7.3.17 or later	Limited
Cisco	MX300	TC7.3.17 or later	Limited
Cisco	MX200 G2	CE9.7.1 or later	Full
Cisco	MX300 G2	CE9.7.1 or later	Full
Cisco	SX10	CE9.7.1 or later	Full
Cisco	SX20	TC7.3.17 or CE9.7.1 or later	Full
Cisco Tandberg	C20	TC7.3.17 or later	Limited
Cisco Tandberg	C40	TC7.3.17 or later	Limited
Cisco Tandberg	C60	TC7.3.17 or later	Limited
Cisco Tandberg	C90	TC7.3.17 or later	Limited

Cisco Tandberg	E20	TE4.1.7 or later	Limited
Tandberg	Edge 75 MXP	F9.3.4 or later	Limited
Tandberg	Edge 85 MXP	F9.3.4 or later	Limited
Tandberg	Edge 95 MXP	F9.3.4 or later	Limited
Tandberg	150 MXP	L5.1.1 or later	Limited
Tandberg	770 MXP	F9.3.4 or later	Limited
Tandberg	880 MXP	F9.3.4 or later	Limited
Tandberg	990 MXP	F9.3.4 or later	Limited
Tandberg	1000 MXP	F9.3.4 or later	Limited
Tandberg	1700 MXP	F9.3.4 or later	Limited
Tandberg	3000 MXP	F9.3.4 or later	Limited
Tandberg	6000 MXP	F9.3.4 or later	Limited
Tandberg	Classic (All)	All	Obsolete
Tandberg	Vision 5000	All	Obsolete
Polycom	HDX 4000	Release v3 or later	Limited
Polycom	HDX 6000	Release v3 or later	Limited
Polycom	HDX 7000	Release v3 or later	Limited
Polycom	HDX 8000	Release v3 or later	Limited
Polycom	HDX 9000	Release v3 or later	Limited
Polycom	Real Presence Series	All	Limited
Polycom	View Station (All)	All	Obsolete
Polycom	VS4000	All	Obsolete
Polycom	VSX 3000	All	Obsolete
Polycom	VSX 5000	All	Obsolete
Polycom	VSX 7000e	Release 9.0.5.x	Limited
Polycom	VSX 7000s	Release 9.0.5.x	Limited
Polycom	VSX 8000	Release 9.0.5.x	Limited
Polycom	VSX 1500	Release 3.2.2	Limited
Avaya	All models	All	Unsupported
Lifesize	All models	All	Limited/Obsolete
Sony	All models	All	Unsupported
Vidyo	All models	All	Unsupported

Cameras

Manufacturer	Model	Support Category
Logitech	Logitech Group	Full
Logitech	Logitech Meet Up	Full

Screens/Monitors Supportability Catalogue

Manufacturer	Model	Support Category
Avocor	Interactive Touch Screen series	Full

Software Clients

Manufacturer	Client	Support Category
Cisco	Jabber UC	Full

Cisco	Jabber MOVI	Limited
Cisco	CMS Client	Full