



*date:* December 18, 2000

*to:* Sandia Center Directors and Center AAs

*from:* Sandia's Videoconference Support Directors  
Herb Pitts, Pat Smith, Mike Valhe, and Ken Washington

*Original with signatures available from Jim Berry (4-2419)*

*subject:* Charge for Videoconference Support

### Background Information

Sandia's indirect-funded organizations have for several years been adjusting their operations to reduce indirect budgets. Since 1988 Videoconferencing Services has been entirely funded by Sandia's indirect budget. Over the past several years, videoconferencing at Sandia has experienced phenomenal growth. During FY2000, nearly 7000 videoconference meeting call-setups were supported at no direct cost to customers. However, the current videoconference usage has exceeded our ability to support call setup and troubleshooting. As usage increases and our budget is reduced, we are obligated to assess our services and make changes that we believe are necessary.

Beginning February 1, 2001 Videoconference customers will now have 2 options:

*Full-Service* - the videoconference staff will set up meetings.

Point-to-Point (two locations) will cost \$120 per site.

Multipoint (three or more locations) will cost \$120 per site plus bridging fees.

*Self-Service* - Meetings will be set up by the user (no charge). Must be scheduled through the Conference Room Scheduler to receive urgent response support.

Please read below to find out more about both of these options and which one will work best for you.

### Full-Service

All videoconferences will require an approved project/task number to recover operational costs from the users. The standard charge for videoconference meeting setup will be \$120 per site. Once videoconferencing support staff has established a connection, urgent response support will be available at no additional charge to quickly correct any problems. If you require support for the entire meeting you will be billed an additional \$120/hour in half hour increments. All multipoint meetings (three or more locations) will be full service only and must be scheduled 5

working days in advance. Point-to-point videoconference meetings must be scheduled one working day in advance through the Conference Room Scheduler (see <http://www.sandia.gov/coco/faqs> for details).

### Self-Service

Videoconference users who want to avoid the setup charge may set up their own meetings. User training information is available at the Videoconferencing Services web page (<http://www.sandia.gov/coco>). The meeting must still be scheduled through Conference Room Scheduler with a project/task number. No support charge will be made unless the self serve customer calls the Corporate Computing Help Desk (845-2243 option 6) for urgent support. The customer will be billed at \$120/hr (one hour minimum) for urgent support. No charges will be made for problems relating to the videoconferencing equipment or network. Using our existing budget Videoconference Services will strive to maintain 40 core videoconferencing facilities with 100% availability and reliability. All collected charge back fees will be directly applied to the operation and development of an effective and continuously improving videoconferencing capability. A full listing of the core rooms and charging rates are available on Videoconferencing Services web pages ([www.sandia.gov/coco](http://www.sandia.gov/coco)).

If you have questions or comments, please contact Jim Berry, Manager of Videoconferencing Services and Collaborative Environments, by email ([beri@sandia.gov](mailto:beri@sandia.gov)) or phone (294-2914).