SMG 3210.15

FDA STAFF MANUAL GUIDES, VOLUME III - GENERAL ADMINISTRATION

INFORMATION RESOURCES MANAGEMENT

INFORMATION TECHNOLOGY MANAGEMENT

VIDEO TELE-CONFERENCE MAINTENANCE & REFRESH/UPGRADE POLICY

Effective Date: 01/08/2020
Changed: 04/01/2020

1. PURPOSE.

This Staff Manual Guide prescribes the policy governing the maintenance and refresh or upgrade of current Video Tele-Conference (VTC) units installed throughout FDA facilities enterprise wide.

2. BACKGROUND.

The FDA maintains and operates VTC infrastructure including VTC end units located in conference rooms and executive offices throughout the FDA.   These VTC units are available for general use by FDA employees and authorized contractors. This VTC service is delivered using the FDA's converged network and is subject to the same restrictions and policies governing overall network use as laid out in the Rules of Behavior for Use of HHS Information Resources.[1] These VTC units must be maintained and supported, and eventually reach an End of Life (EoL) state where vendor support is no longer offered. Units must be refreshed prior to these dates to ensure all systems are fully supported while in the FDA production environment. This policy addresses roles, responsibilities and processes required to maintain, monitor and refresh VTC units as needed.

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[1] The Rules of Behavior for Use of HHS Information Resources can be located at:
http://inside.fda.gov:9003/downloads/aboutfda/freedomofinformation/privacy/ucm420778.pdf

3. POLICY.

It is the policy of the FDA to provide VTC services for Agency activities at the minimum total cost to the Government, consistent with requirements for capacity, efficiency of operation, reliability of services, security, and program objectives.

A. Daily Operational Maintenance of VTC Equipment

1. VTC Units or Endpoints

   End user support for the standard operation of all VTC endpoints will be provided through the existing FDA ERIC Help Desk. End users will submit tickets through the Help Desk for standard support. For emergency support, users can contact the Rich Media hotline at 301-796-3333. Rich Media will only support units that are registered with DIO, and has a current Original Equipment Manufacturer (OEM) warranty or OEM support contract.

2. VTC Infrastructure

   All VTC's as well as infrastructure and common infrastructure equipment will be maintained, monitored and serviced by the Office of Information Management and Technology (OIMT). This will include any servers, appliances, gateways, etc. that are used to monitor and/or manage VTC units and the network traffic generated by these units.

B. Monitoring EoL Dates for VTC Equipment.

The FDA's Division of Infrastructure Operations (DIO) under OIMT will monitor the End-of-Life dates for all known production model VTC units installed throughout the enterprise IT infrastructure. Monitoring will be conducted within DIO and does not include:

- VTC units procured and installed without notifying and coordinating with DIO.

- Any VTC units procured and installed that are not on the FDA Master Approved Technologies (MAT) list.

DIO will maintain a master VTC list which will include the following for each VTC Unit:

- Center/Owner of the System
- System Name (which includes the unit location – building/room)
- Hardware Serial Number
- Manufacturer/Model
- Gatekeeper Status
- E.164 Alias

- H.323 ID Number (generally same as System Name)
- SIP Alias (if applicable)

C. EoL Notifications.

DIO staff with notify registered VTC unit owners (based on Office and Center POCs on record) as quickly as practical when announced by the manufacturers. They will then send a reminder shortly before the Manufacture EOL date, and a third notification to both the unit owner and the MAC team to disable the devices MAC from the network on the day of the EOL.

D. **Acquisition**.

Any replacement VTC unit must be a currently approved model on the FDA MAT list. OIMT will only support and monitor approved VTC units. If there are any questions or concerns regarding a proposed replacement unit, DIO staff should be contacted prior to the acquisition of any VTC unit.

Any acquisition requests or execution activities and all costs associated with the new VTC unit will be the responsibility of the system owner (Office or Center).

Each new purchase must include the following:

- All shipping/delivery costs.

- All physical and logical installation costs by the vendor.

- Initial VTC training for basic user operation.

- A full base year maintenance and Original Equipment Manufacturer (OEM) warranty.

- Any recurring annual maintenance renewals for each following year.

E. Installation and Configuration.

The system owner (Office or Center) acquiring the upgraded VTC unit will be responsible for ensuring that the following activities are covered under the acquisition scope.

- The installation vendor will be responsible for unpacking, assembling, and configuring the new VTC unit in the desired location.

- The installation vendor will coordinate the integration and testing of the unit with DIO staff including entering configuration parameters and integration into production monitoring tools.

- The installation vendor will provide one training session for basic end user operation of the VTC unit to cover all menu screens and remote control operation.

- The installation vendor will provide the "user manual" to the end user/ center for the use and operation of each system installed.

- The installation vendor will provide installation and system configuration documentation for each system installed.

- The system owner will be responsible for providing the following information to DIO:

  o Center/Owner of the System
  o System Name (which includes the unit location – building/room)
  o Hardware Serial Number
  o Manufacturer/Model
  o Gatekeeper Status
  o E.164 Alias
  o H.323 ID Number (generally same as System Name)
  o SIP Alias (if applicable)

- Optional: The installation vendor will be responsible for the removal of shipping cartons and packaging from the premises and properly discarded.

F. **Decommission of EoL Units**.

The system owner (Office or Center) will work with their designated Property Management Officer (PMO) to decommission the replaced VTC unit and coordinate proper removal and disposition of the property.

4. RESPONSIBILITIES.

A. FDA Chief Information Officer (CIO).

The CIO provides leadership and direction regarding all aspects of the Agency's IT programs and initiatives including operations, records management, systems management, information security, strategic portfolio, and executive coordination and communication activities.

B. OIMT / DIO

DIO has the responsibility for the overall management and coordination of the VTC infrastructure including:

1. Execution and implementation of VTC services policy and procedures throughout the FDA enterprise.

2. Development and implementation of a VTC infrastructure operating plan and budget for the purchase o end units owned by OIMT.

3. Development of consistent and applicable VTC standards across Center and program lines.

4. Review and approval of all Agency and/or Interagency Agreements, and other related issues involving VTC systems and infrastructure agency wide.

C. OIMT / DIO / ECOB

ECOB is responsible for the day to day support and monitoring of all VTC units including:

1. Consultation and technical assistance in the selection and use of VTC equipment and services.

2. Centralized monitoring and reporting of VTC systems enterprise wide.

3. Monitoring of VTC lifecycles and reporting on units approaching End-of-Life status for proper replacement by each Office or Center.

4. Maintain accurate records of VTC Units POC, EoL and Maintance & Support status shared with Rich Media

D. Office or Center

Each Office or Center is responsible for the funding, acquisition and deployment of their VTC refresh requirements.

Each Office or Center is responsible for obtaining maintenance and support for locally installed A/V and VTC equipment.

E. Property Management Officer (PMO)

The PMO is the lead officer granted the authority to manage and oversee the FDA's Personal Property Management program in accordance with Department and regulatory requirements.

5. PROCEDURES.

To inquire about VTC unit standards, current MAT List approved models or updates on specific refresh schedules for specific VTC units, please contact ERIC at Call **(301) 827-ERIC** (**3742**) or toll-free **(866) 807-ERIC (3742)**. Select **Option #1**, **Option # 4, then**

Option #1. Please request that your ticket is placed in the Rich Media queue: 'RICH_MEDIA-ICT'.

The MAT list will also be available on the Sharepoint site, from the VTC page.

If immediate assistance is required, the Rich Media help desk can be contacted directly at 301-796-3333.

6. REFERENCES.

Rules of Behavior for Use of HHS Information Resources June 7, 2019

FDA MAT List for Approved VTC Units+

7. EFFECTIVE DATE.

The effective date of this policy guide is January 8, 2020.

This SMG will be reviewed and updated as necessary to ensure alignment with FDA strategies, policies and priorities.

8. Document History – SMG 3210.15, "Video Tele-Conference Maintenance and Refresh/Upgrade Policy"

STATUS (I, R, C)	DATE APPROVED	LOCATION OF CHANGE HISTORY	CONTACT	APPROVING OFFICIAL
Initial	12/06/2019	N/A	Office of Technology and Delivery	FDA Chief Information Officer
Change	04/01/2020	Sect. 2: spelling; Sect. 6: date	OO/OIMT/ OIM/OEPM	Sara Fitzgerald, OEPM/Strategic Communications

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