

**Ministry of Education
NZEDNET Audio Conferencing Service
User Policy**

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Platform

The Ministry of Education Audio Conference Bridge (The Bridge) is a component of the MGC100 Video Conference Bridge operated by the Ministry.

This Bridge is “Tele-housed” by Asnet Technologies Limited (Asnet), in their Wellington Office. The Bridge is owned by the Ministry but is maintained and operated on its behalf via a support contract with Asnet Technologies.

Support

The Bridge is designed to operate 24/7 but may be unavailable during maintenance, upgrades, and other planned work as required. This work will be carried out after hours when possible (between 9pm and 0700).

In the event of a fault developing Asnet will be responsible for rectifying the issue, and advising the Ministry of any possible impact on users. Asnet will attempt to rectify the problem and return service as quickly as possible. Temporary repairs may be made to return service, with further work being carried out after hours as required.

Asnet provide support to users from 0830-1700 Monday to Friday, excluding Public Holidays. Outside these hours there is no support available unless arranged prior with Asnet.

0800 Operation

The Telecom 0800 service can be used to provide free access to users where required.

The 0800 access numbers will have a number of restrictions to allow the Ministry to manage the costs and reduce the possibility of misuse.

- 0800 access available for NZ landline callers only.
- Mobile, Payphone and international callers will be barred.
- Time of day operation – 0800 service only available between 8am to 6pm school days
- 0800 access will be turned off during school holiday times

If users need to access to the audio conference service outside the standard operating times, or using a mobile phone, they can do so by calling the Wellington phone number associated with the 0800 number. The caller will be responsible for the call costs associated with this call, and will pay the rate **they** have with their telecommunications provider for the duration of the call.



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Access

Access to “The Bridge” is for authorised users only, and requires an authorised audio conference 6 digit PIN number to be entered before the user can enter an audio conference.

There are two PIN numbers associated with an audio conference:

Chairperson PIN – the PIN Owners confidential PIN number. This must be entered before the conference can start.

Guest PIN – this PIN number is sent by the PIN Owner to all the invited participants of the conference. This PIN allows the Guests to join and participant in the audio conference.

Depending on the type of user wanting access (school, ministry or agency, 3rd Party) will depend on how they apply for these PIN numbers. This is covered in the operational section of this document.

PINs will be allocated to the PIN owner for the calendar year unless a temporary PIN is requested. Each December all PINs will be deleted, and owners wanting to continue having access to the service for the New Year will need to re-apply to Asnet, using the form attached, to get a new set of PINs allocated.

The Bridge is configured to allow a maximum of 3 attempts to enter the correct PIN. Failure to enter a correct guest or chairperson PIN will result in the caller being disconnected from the bridge.

The Audio Conference will only commence once the chairperson has logged in. Without the chairperson, guests will be on hold unable to talk to each other. Once the chairperson logs in the conference participants will all be connected. If the chairperson logs out before the conference is completed, the other participants will be placed On Hold then disconnected after 60 seconds if the chairperson doesn't log back in.



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Operations

ROLES AND RESPONSIBILITIES

These groups provide support for the users of the audio conferencing service:

E-Learning – Service Support

Service support is responsible for:

- Providing authorisation of users – schools and agencies
- Monitoring of service for quality and potential abuse
- Primary escalation point for Asnet and Telecom when required
- Developing service offering for users

Asnet Technologies Limited

- Manage the operation and support of the Bridge on the Ministry's behalf
- Provide support for users via 0800 POLYCOM
- Administer the allocation of user PINS
- Provide usage reporting when required
- Technical escalation point for faults
- Manage capacity issues

Telecom New Zealand Ltd

- Provide and support the DDI number range
- Provide 0800 services
- Provide service management as required

USER INFORMATION

Policy

The service is provided for the benefit of the Ministry and Schools. Where external costs are incurred such as 0800 costs for the audio conferencing service, any external organisations such as 3rd party providers, 3rd party educational providers, board of Trustees etc may not be set up as a registered user in their own right. Instead the designated School/Ministry PIN owner must act as the host through the use of a Chairperson PIN. The hosting body should only provide the guest PIN to the conference participants. At no stage is a chairperson PIN to be provided directly to an external party without specific authorisation from the Acting Manager e-Learning, Howard Baldwin in which case the PINs issued can only be of a temporary nature.

There are three basic groups within the Ministry that the audio conferencing bridge supports:



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PIN REQUEST PROCESS

Policy

The audio conference service is available to:

School use via an 0800 for land line use between 8am – 6pm school days only. Pay phones and cell phone are barred from accessing the service via the 0800 number. Cell phone use can be made via the local Wellington phone number.

External agencies/organisations - Core-Education and Heurisko are the only two external agencies authorised to register for PINs for the service. Any other agency or request will require authorisation from the Manager E-Learning,

Board of Trustees – no access should be granted given the time of day restrictions in place.

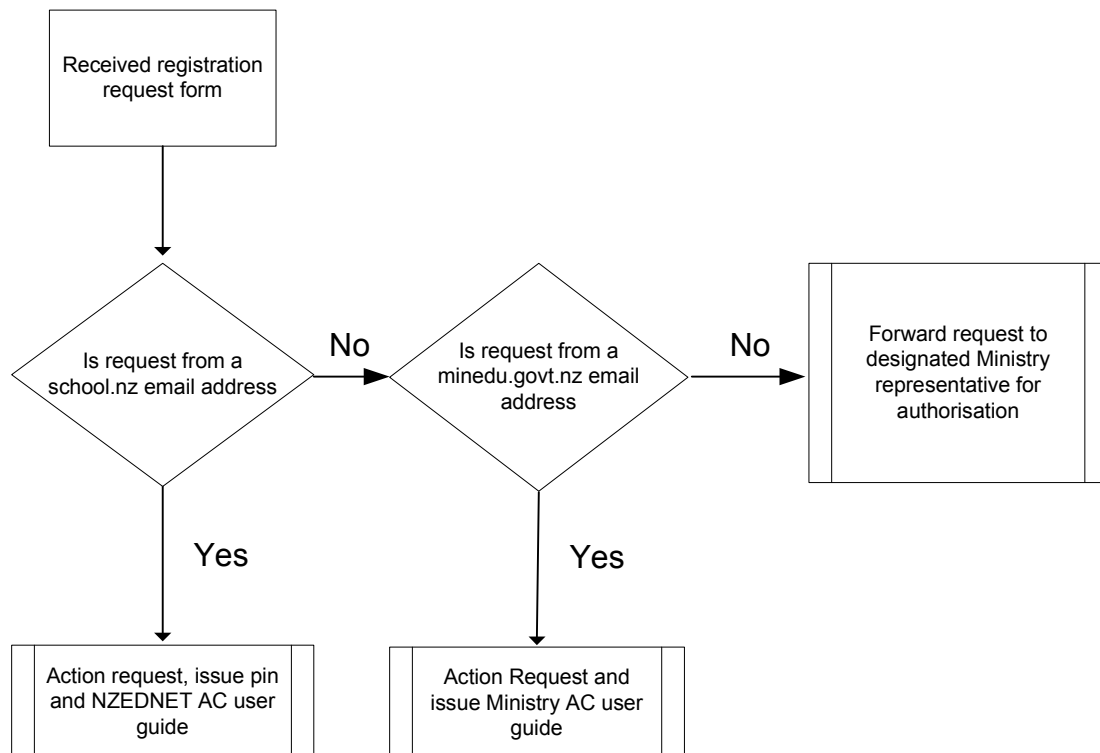
Process

Users wanting to have access to The Bridge need to complete a Registration Form and send the completed form to Asnet using the vcsupport@asnettechnologies.co.nz email address.

If the request is valid, ASNET are to provide the user with their PIN numbers and a copy of the relevant “User Guide” by return email.

If Asnet have an issue with the request they can escalate to the MOE support person to have it authorised.

Asnet PIN Request Process





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FAULT REPORTING

Users having difficulty using the Audio Conference Service are to contact Asnet directly by calling 0800 POLYCOM (0800 765 9266), or emailing vcsupport@asnettechnologies.co.nz

Asnet will interpret the users fault report, and investigate the problem. If the problem affects a number of users on the Bridge, they are to advise the MOE support people of the issue and possible solution and repair time. Escalation of faults and issues should be done using email, and if no response within 15 minutes by phone to the nominated ministry support people.



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Key Contacts

Company	Name	Role	Phone	Mobile	Email
Asnet Technologies	Help Desk		0800 765 9266		vcsupport@asnettechnologies.co.nz
	Chris Stewart	Managing Director	09 308 6850	027 4404 458	chriss@asnettechnologies.co.nz
	Denise Hansen	Communications Manager	04 498 2882	027 476 5370	deniseh@asnettechnologies.co.nz
	Corey McCarthy	Network Manager	04 498 2884	027 542 9229	coreym@asnettechnologies.co.nz
MOE	Eddie Reisch	Service Support	04 463 7052	027 278 1164	Eddie.reisch@minedu.govt.nz
	Lester Pettit	Technical Support	04 463 8427	027 443 3401	Lester.pettit@moe.govt.nz
	Howard Baldwin	Service Owner	04 463 8821	027 410 3986	Howard.baldwin@minedu.govt.nz