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AGENCY CONTACT MEMORANDUM #2017-1001

To: Agency IT Leadership, Technical Contacts
From: Jim Barnhart *JB*
Deputy Commissioner
Date: October 19, 2017
Subject: Video Conferencing Service Transition

The Commonwealth Office of Technology is currently the facilitator of video conferencing for Executive Branch agencies. This service has been provided for many years and has resulted in cost and time savings for customer agencies. Due to advances in technologies, COT will be transitioning to cloud video conferencing solutions in the coming months.

During this transition, COT will continue provisioning video conferencing services. The cost of the current service will not change until July 1, 2018. At that time, the cost of the service will become the responsibility of each agency. Therefore, agencies should include their anticipated video conferencing costs in their fiscal year 19/20 budget request. Monthly subscription rates for cloud-based video conferencing services average \$45 per session per month. A video conferencing session is defined as one conference organizer, with up to 99 connections. Unlimited, consecutive conferences can be scheduled during the subscription month. Many additional features are available. COT will continue providing concierge services at the CS30 rate for agencies requiring video conferencing oversight and management.

To ensure that the new service meets customer requirements, COT will provide training, site evaluations and confirmation of the performance of the system. Additional information will be provided in future meetings to help with agency budgeting and technical requirements.

COT appreciates your continued support as we move to new technologies that better serve our customers. Should you have any questions about this transition, please contact your [Business Relationship Manager](#) or Project Coordinator Jeff Bell (502-782-4689; jeff.bell@ky.gov).