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MEMORANDUM

TO: Boards and Commissions
FROM: Ruth Day
DATE: March 20, 2020
SUBJECT: Video Conferencing

COT offers this technical guidance and information to assist your agency in complying with the memorandum issued on March 16, 2020 regarding Meeting Protocols for Novel Coronavirus (COVID-19).

In general, on-line meeting software is a platform of web-based intuitive products that provide video and audio service, chat/messaging, and screen sharing capabilities for all meeting participants. At the discretion of the meeting administrator, meetings may be recorded for future reference, sharing with others, and meeting minute preparation.

To establish a video meeting as required by Kentucky's Open Meetings law and specified in the March 16 Memorandum, COT recommends that one of the following products be used (in no order of preference):

1. **Zoom** is available as a subscription service to state agencies. It requires licensing fees to be paid by the state agency in order to host and conduct meetings but does not require the public to create a special account, identify themselves, or pay a fee to access an on-line meeting. If your agency has existing Zoom subscriptions, you may use this service for on-line meetings that include participants or observers that are not state employees, including those covered by Kentucky's Open Meeting Law.
2. **Amazon Chime** is a product acquired through partnership with Amazon Web Services and is available to state agencies at no cost for 90 days. The complimentary pricing may be extended beyond 90 days during the COVID-19 health emergency.
Chime does not require meeting participants to create a special account, pay a fee or identify themselves when accessing an on-line meeting. Chime may be used for on-line meetings that include participants or observers that are not state employees, including those covered by Kentucky's Open Meeting Law.

This memorandum is for information only, thus should not be interpreted to supersede either the Kentucky Open Meetings Act or the March 16, 2020 Meetings Protocols for COVID-19 Memorandum.

If your agency chooses to use Amazon Chime as your on-line meeting platform, please provide the name of the individual(s) that will be creating or scheduling meetings (may be referred to as a meeting administrator) to the Commonwealth Service Desk. Best practice indicates that the administrator and the moderator/chair are not the same person, especially in meetings with more than five to eight participants. However, nothing prevents the meeting Chair/moderator and the meeting administrator from being the same person.

NOTE: *Microsoft Teams (Teams) is available for use by state employees at no additional cost. However, Teams is NOT available for use by the public. Therefore, Teams is NOT a platform that meets the requirements of Kentucky's Open Meeting Law. It can be utilized for video-based meetings with employees or when working collaboratively with other state agencies. Additional information about Teams will be distributed via a separate COT Agency Contact Memo.*

Additional information about the use of on-line video conferencing is included in the attached User Guides and Tutorials. In the spirit of cooperation during the COVID-19 State of Emergency, to extent possible COT through the Commonwealth Service Desk will provide technical support to assist any Board or Commission associated with the Commonwealth with the video conferencing issue. For assistance selecting, setting up, or accessing a video-based desktop conferencing solution, please contact the Commonwealth Service Desk at 502-564-7576.

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User Guides and Tutorials

In order to fully participate in a board or commission meeting, all members must have a camera-equipped device and be visible to other members as well as the public throughout the meeting. This will require:

- A computer (desktop, laptop, tablet) with a standard internet browser software (such as Internet Explorer, Safari, Chrome, etc.), a web-cam, and internet access
- A mobile phone with internet access, a camera, and internet access

Note: Boards or Commissions may need to seek the advice of counsel as the ability of members to act who are not both audible and visible to other meeting participants and the public.

Other participants, such as the public, press, other staff and observers, may join via video-enabled or audio-only devices.

All agencies that conduct meetings subject to the Kentucky Open Meetings act should consider scheduling one-on-one on-line technology demonstrations with each member, focusing on how to access and participate in the meeting using the chosen technology platform.

The following links may be of use to new users, infrequent meeting participants, and conference call administrators:

Amazon Chime

- Getting started guide to assist you in leveraging the Amazon Chime
<https://chime.aws/gettingstarted/>
- Similar getting started information in video format for Amazon Chime
<https://aws.amazon.com/chime/how-to-videos/>
- Providing self-service answers to key questions around Amazon Chime
<https://answers.chime.aws/>
- Full end user training (requires creation of an Amazon account)
<https://www.aws.training/account/logonoptions?returnUrl=%2flearningobject%2fwbc%3fid%3d44513>

Zoom

- Getting Started
<https://support.zoom.us/hc/en-us/categories/200101697>
- Audio, Video, Sharing
<https://support.zoom.us/hc/en-us/categories/201137166>
- Meetings and Webinars
<https://support.zoom.us/hc/en-us/categories/201146643>

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