

National Video Conferencing Service (NVCS)

Service Catalogue Version 1.5

May 2022

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Service Name: Management of VC Endpoints

Service Alias: VC Support

Service ID: 101

Service Description

This service provides support for all video conference endpoints registered with the NVCS. The service includes system configuration, registration on the central management system (TMS) and remote endpoint management.

The full scope of the service includes:

1. Endpoint registration and configuration on TMS.
2. Software update and pro-active monitoring of endpoints connectivity.
3. Remote endpoint management.
4. Provision of system specific user guides.
5. Problem management of VC endpoints related incidents.
6. Reporting and performance management.

The following are out of the scope of this service:

1. Hardware not registered on TMS (or other approved) management system.
2. Provision of hardware and/or software maintenance contracts.
3. Return to base of faulty hardware.
4. Procurement and on-site installation of endpoints*.
5. On-site support*.
6. On-site routine maintenance, including AV accessories*.
7. LAN/WAN connectivity.
8. On-site training.

*Note: NVCS may offer onsite support for installation, commissioning and maintenance where team members are hosted by the health board or nearby. Local estates departments will be consulted regarding installs that require their assistance or approval. Complex room installs may require a specialist vendor to contribute to the installation.

Service Availability:

Monday to Friday (08:00 – 18:00).

No out of hours service is available.

How to Access the Service:

Devices can be registered for the service via logging a request with the VC Service Desk: 01224 816666 or vc.support@nhs.scot.

Note: response time to service request is as set by the SLA.

Eligibility and Responsibilities:

The service is only available to health boards that have subscribed to NVCS as well as approved 3rd parties.

Health boards and 3rd parties will have suitable plan in place for hardware maintenance and if necessary, software upgrades.

Only endpoints registered on the central management systems will be supported.

End points must qualify for support as listed on the “Endpoint Supportability Catalogue” – Appendix 1.

Service Name: Bridging Service

Service Alias: MCU booking service

Service ID: 102

Service Description:

This service provides multisite conference and ISDN gateway capability. A multisite meeting is the ability to have three or more sites participating in a single meeting.

The full scope of the service includes:

1. Provision of a bridge from 2 to upwards of 20 participants including IP, ISDN, WebRTC and a minority of telephone participants; to NHS and non-NHS sites.
2. Bridge booking and changes to scheduled conferences and meetings.
3. Bridge booking for recurring conferences and meetings.
4. Live multisite conference and meeting management
5. Incident management during live bridge meetings.

The following are out of the scope for this service:

1. Telephone only conferences.
2. Streaming of live meetings.
3. Provision of endpoint details – this information must be provided by end-user booking the service.
4. Reporting of failed connection – the initial incident report must be made by the end-user.
5. Conference and meeting recording.

Service Availability:

Monday to Friday (08:00 – 18:00).

No out of hours service is available.

How to Access the Service:

Subscribed health boards can access the service via the NVCS webpage by completing the [Bridge Booking Form](#). Access is also available by telephoning the VC Service Desk on 01224 816666 or by emailing vc.booking@nhs.scot.

Note: response time to service request is as set by the SLA.

Eligibility and Responsibilities:

The service is only available to health boards that have subscribed to NVCS.

All service requests for bridge bookings should be made at least 2 working days ahead of the date of the conference.

It is the responsibility of subscribed health boards to ensure that all endpoints involved in bridged meetings meet the “Endpoint Eligibility” criteria as specified in the Endpoint Supportability Catalogue (Appendix 1), as any devices causing quality issues in a multi-site conference may be dropped from the call.

Service Name: 1st and 2nd Line Remote Support

Service Alias: Remote Support

Service ID: 103

Service Description:

This service provides 1st and 2nd line support for all services listed in this catalogue.

The scope of the service includes:

1. VC incident management – remote support; call logging, triage and resolution.
2. AV incident management – remote support for audio visual issues.
3. Live point-to-point incident management – remote support. This is restricted to health boards that have subscribed to the NVCS.
4. Live bridged meeting incident management – remote support.
5. Provision of test number and tools to test connectivity, audio video and other issues.

The following are out of the scope of this service:

1. Provision of support to health boards not participating in the service with the exception of 1st line remote support to those connecting to pre-booked multisite conferences.
2. Onsite support.

Service Availability:

Monday to Friday (08:00 – 18:00).

No out of hours service is available.

Note: AV peripheral support is limited to remote, best effort.

How to Access the Service:

Subscribed health boards can access the service via the VC Service Desk: 01224 816666 or vc.support@nhs.scot.

Note: response time to service request is as set by the SLA.

Eligibility and Responsibilities:

The service is only available to health boards that have subscribed to NVCS.

Only endpoints registered to the central management system will be fully supported.

Service Name: Training and User Guide Provision

Service Alias: Training

Service ID: 104

Service Description:

This service provides training instruction and user guides for all devices fully supported in the Endpoint Supportability Catalogue contained in Appendix 1 and WebRTC access methods supported by the National VC Service.

The full scope of the service includes:

1. Endpoint specific user guides.
2. Desktop video user guides (PDF and videos).
3. Training instruction.

The following are out of the scope of this service:

1. Onsite training.
2. Any device not supported on the Endpoint Supportability Catalogue (Appendix 1).

Service Availability:

Monday to Friday (08:00 – 18:00).

No out of hours service is available.

How to Access the Service:

Subscribed health boards, as well as approved third parties with NHS Near Me waiting areas, can access the service via the VC Service Desk: 01224 816666 or vc.support@nhs.scot.

Note: response time to service request is as set by the SLA.

Eligibility and Responsibilities:

The service is only available to health boards that have subscribed to NVCS as well as approved 3rd parties.

It is the responsibility of the health boards or 3rd parties to ensure that required information for creating room specific user guides is provided.

Service Name: Support of Browser Based VC

Service Alias: In-browser WebRTC for calls into NVCS bridged meetings and NHS Near Me/Attend Anywhere

Service ID: 105

Service Description:

This service covers the support of desktop VC. It involves the support of callers using PC or mobile device browsers for accessing NHS Near Me or CMS meetings.

In-browser WebRTC capabilities transform a PC or mobile device (smartphone or tablet) into a video conferencing endpoint. All can be used to connect to NVCS bridged meetings and NHS Near Me.

The full scope of the service includes:

1. NHS Near Me set up.
2. CMS space set up (self-scheduled virtual meeting rooms on NVCS bridges).
3. Management of spaces including PIN resets and chat enabling/disabling.
4. Provision of test tools for health boards.
5. Problem management of browser related issues.
6. Provision of user and training guides.
7. Reporting and performance management.

The following are out of scope of this service:

1. MS Teams, Webex, Zoom, Adobe Connect, etc.
2. Local installation of software and hardware.
3. Supply of web camera, headphones and other required hardware.
4. Network and desktop configuration within local health boards.
5. On-site support.
6. On-site training.

Service Availability:

Monday to Friday (08:00 – 18:00).

No out of hours service is available for the points raised above but 24/7 support is available for reporting if the NHS Near Me hosting platform cannot be accessed. This document works in conjunction with the NVCS Near Me SLA.

How to Access the Service:

Subscribed health boards can assess the service via the VC Service Desk: 01224 816666 or vc.support@nhs.scot.

Note: response time to service request is as set by the SLA.

Eligibility and Responsibilities:

The service is only available to health boards that have subscribed to NVCS as well as approved 3rd parties.

Service Name: Patient/Citizen Access

Service Alias: NHS Near Me/Attend Anywhere, Browser-enabled bridging/WebRTC bridging/CMS.

Service ID: 106

Service Description:

This service provides the facility to connect patients or other citizens to NHS clinical staff or approved third party organisations using a URL which will open in a web browser.

The full scope of the service includes:

1. Set up of virtual waiting areas.
2. Training for public/patient facing as well as admin staff.
3. Advice and Support on the use of Patient/Citizen Access.

Service Availability:

Monday to Friday (08:00 – 18:00).

Out of hours telephone support available on 01224 816666 specifically for when the NHS Near Me/Attend Anywhere platform cannot be accessed. This document works in conjunction with the NVCS Near Me SLA.

How to Access the Service:

Subscribed health boards and approved 3rd parties can access the service via the VC Service Desk: 01224 816666 or vc.support@nhs.scot.

Note: response time to service request is as set by the SLA.

Eligibility and Responsibilities:

Access to this service by health boards is controlled by the VC Programme Board.

Access to this service by approved third parties is controlled by Scottish Government/NHSS Technology Enabled Care Team.

It is the responsibility of the NHS or third-party NHS Near Me Service Provider (e.g. clinician) to ensure that an appropriate service model is in place to allow the patient/citizen to contact their service and obtain support / appointment rebooking in the event of them being unable to connect to the waiting area.

Service Name: Patient/Citizen Telephone Support

Service Alias: NHS Near Me/Attend Anywhere Patient/Citizen Support, Browser-enabled bridging/WebRTC bridging/CMS.

Service ID: 107

Service Description:

This service provides a best-efforts telephone support service to patients/citizens attempting to access the NHS Near Me/Attend Anywhere video consulting platform or the NSS hosted CMS bridge. To access this service, a member of staff must log a call with NVCS and provide minimal contact details for the patient/citizen.

The full scope of the service includes:

1. A call back service to the patient/citizen's phone number at a time convenient to NVCS.
2. Best efforts telephone support to the patient.

The following are out of the scope for this service:

1. A direct help-desk telephone number for patients/citizens.
They must be directed, by the service they have an appointment with, to telephone that service in the first instance, when experiencing problems.
2. Real time telephone support for patients/citizens.
3. Remote takeover of the patient/citizen's equipment.
The patient/citizen is responsible for any changes made to their settings.
4. Accessing services other than NHS Near Me or CMS.

Service Availability:

Monday to Friday (08:00 – 18:00).

No out of hours service is available.

How to Access the Service:

Subscribed health boards and approved 3rd parties can access the service via the VC Service Desk: 01224 816666 or vc.support@nhs.scot.

Note: there is no guaranteed response time for this service as it is dependent on staff availability.

Eligibility and Responsibilities:

The service is only available to health boards and approved 3rd parties.

It is the responsibility of the staff member logging the call to obtain consent from the patient/citizens to share their contact details with NVCS.

Service Name: MS Teams Live Events Support

Service Alias: MS Teams Live Event Support

Service ID: 108

Service Description:

This service provides support for NHS Scotland staff who are running Microsoft Teams Live Events (webinars with large audiences).

The full scope of the service includes:

1. Booking of Live Events.
2. Training and rehearsal support for Producer and Presenter Roles ahead of the event.
3. Real time support during events taking the role of Producer responsible for starting and closing events.
4. Real time support during events to put content live into an event as required
5. Assistance with content for the event.
6. Assistance with registration of attendees when required.
7. Assistance with recording of events and sharing recording with organisers after event.
8. Assistance to train regular users to be able to host their own Live Events if they would like to.

Service Availability:

Monday to Friday (08:00 – 18:00).

No out of hours service is available.

How to Access the Service:

Health boards can assess the service via the VC Service Desk: 01224 816666 or vc.support@nhs.scot.

Eligibility and Responsibilities:

This service is available to all health boards in NHS Scotland.

Service Name: AV/VC Consultancy

Service Alias: AV/VC Consultancy

Service ID: 109

Service Description:

This service can assist with any aspect audio visual projects from design, procurement advice, supplier management and installation* and in some cases assistance with ongoing maintenance.

The full scope of the service includes:

1. Providing advice on technical options available.
2. Providing rough order of magnitude cost estimates.
3. Assisting with design.
4. Assisting with writing tender documents.
5. Assisting with evaluation of tender responses.
6. Assisting with supplier management.
7. Assisting with installation* and commissioning.
8. Providing remote support or onsite support*.

The following are out of the scope of this service:

1. AV support/consultancy for 3rd parties.

*Note that NVCS can only provide onsite support for installations, commissioning and ongoing maintenance where the team are located or nearby. Remote assistance is available to all health boards. Local estates departments will be consulted regarding installs that require their assistance or approval. Complex room installs may require a specialist vendor to also contribute to the installation. AV peripheral support is limited to best effort.

Service Availability:

Monday to Friday (08:00 – 18:00).

No out of hours service is available.

How to Access the Service:

Health boards can access the service via the VC Service Desk: 01224 816666 or vc.support@nhs.scot.

Eligibility and Responsibilities:

This service is available to all health boards in NHS Scotland.

Service Name: MS Teams Interoperability

Service Alias: Standards Based Video to MS Teams Interoperability

Service ID: 110

Service Description:

This service provides the ability for existing VC endpoints or bridges, within NHS Scotland, to join scheduled MS Teams meetings.

The full scope of the service includes:

1. Provision and maintenance of licenses so that all NHS Scotland users can utilise this service.
2. Problem management of VC equipment issues.
3. Problem management of service issues.
4. Provision of user and training guides.

The following are out of the scope for this service:

1. 1st, 2nd or 3rd line support for MS Teams issues or requests.
2. Reporting of failed connection – the initial incident report must be made by the end-user.

Service Availability:

Monday to Friday (08:00 – 18:00).

No out of hours service is available.

How to Access the Service:

Subscribed health boards can access the service by dialling the automatically generated 10-digit VTC conference ID number that appears on any MS Teams meeting booked by NHS Scotland. NHS employees, unable to schedule MS Teams meetings can access the service via the VC Service Desk: 01224 816666 or vc.support@nhs.scot.

Eligibility and Responsibilities:

The service is only available to health boards that have subscribed to NVCS.

Appendix 1 – Supportability Catalogue

Support Category definition:

Category	Description	Service Level
Obsolete	The device does not provide video services of an acceptable quality. This may be manifest by connection difficulties or incompatibly with other equipment.	Devices will not be booked into conferences. Support not provided.
Limited	In some circumstances the devices may provide video service of an unacceptable quality. For instance, this may be due to an out-of-date software version. Devices which are no longer supported by the manufacturer may be included in this category.	Support provided on a best effort basis. In the case of endpoints devices causing quality issues in a multi-site conference may be dropped from the call.
Full	Device fully supported.	Fully supported.
Pending adoption	Device being reviewed for adoption.	Limited support may be available; however, this may be withdrawn if change request rejected.
Unsupported	The device is unsupported.	Support not provided.

Endpoint Supportability Catalogue:

Manufacturer	Model	Software Version	Support Category
Cisco	DX70	CE9.15 or later	Full
Cisco	DX80	CE9.15 or later	Full
Cisco	EX60	TC7.3.21 or later	Limited
Cisco	EX90	TC7.3.21 or later	Limited
Cisco	MX200	TC7.3.21 or later	Limited
Cisco	MX300	TC7.3.21 or later	Limited
Cisco	MX200 G2	CE9.15 or later	Full
Cisco	MX300 G2	CE9.15 or later	Full
Cisco	SX10	CE9.15 or later	Full
Cisco	SX20	TC7.3.21 or CE9.15 or later	Full
Cisco	SX80	CE9.15 or later	Full
Cisco	Webex Room 55	CE9.15 or later	Full
Cisco	Webex Room 70	CE9.15 or later	Full
Cisco	Webex Room Kit	CE9.15 or later	Full
Cisco	Webex Room Kit Mini	CE9.15 or later	Full
Cisco	Webex Room Kit Plus	CE9.15 or later	Full
Cisco	Webex Room Kit Pro	CE9.15 or later	Full
Cisco Tandberg	C20	TC7.3.21 or later	Limited
Cisco Tandberg	C40	TC7.3.21 or later	Limited
Cisco Tandberg	C60	TC7.3.21 or later	Limited
Cisco Tandberg	C90	TC7.3.21 or later	Limited
Cisco Tandberg	E20	TE4.1.7 or later	Limited
Tandberg	Edge 75 MXP	F9.3.4 or later	Limited
Tandberg	Edge 85 MXP	F9.3.4 or later	Limited
Tandberg	Edge 95 MXP	F9.3.4 or later	Limited
Tandberg	150 MXP	L5.1.1 or later	Obsolete
Tandberg	770 MXP	F9.3.4 or later	Limited
Tandberg	880 MXP	F9.3.4 or later	Limited
Tandberg	990 MXP	F9.3.4 or later	Limited
Tandberg	1000 MXP	F9.3.4 or later	Limited
Tandberg	1700 MXP	F9.3.4 or later	Limited

Tandberg	3000 MXP	F9.3.4 or later	Limited
Tandberg	6000 MXP	F9.3.4 or later	Limited
Tandberg	Classic (All)	All	Obsolete
Tandberg	Vision 5000	All	Obsolete
Poly	StudioX30 (H.323 or SIP)	Release 3.3.0	Full (dependant on board networking)
Poly	StudioX50 (H.323 or SIP)	Release 3.3.0	Full (dependant on board networking)
Poly	G7500 (H.323 or SIP)	Release 3.3.0	Pending adoption
Polycom	HDX 4000	Release v3 or later	Limited
Polycom	HDX 6000	Release v3 or later	Limited
Polycom	HDX 7000	Release v3 or later	Limited
Polycom	HDX 8000	Release v3 or later	Limited
Polycom	HDX 9000	Release v3 or later	Limited
Polycom	Real Presence Series	All	Limited
Polycom	View Station (All)	All	Obsolete
Polycom	VS4000	All	Obsolete
Polycom	VSX 3000	All	Obsolete
Polycom	VSX 5000	All	Obsolete
Polycom	VSX 7000e	Release 9.0.5.x	Limited
Polycom	VSX 7000s	Release 9.0.5.x	Limited
Polycom	VSX 8000	Release 9.0.5.x	Limited
Polycom	VSX 1500	Release 3.2.2	Obsolete
Avaya	All models	All	Unsupported
Lifesize	All models	All	Unsupported/ Obsolete
Sony	All models	All	Unsupported
Vidyo	All models	All	Unsupported

Software Clients

Manufacturer	Client	Support Category
Cisco	Jabber MOVI	Obsolete

Appendix 2 – Peripheral Equipment

There are a great many peripheral devices that work satisfactorily with video conferencing equipment or PCs used to join video calls. It is impossible to catalogue all that work, however the following lists a few of the currently available peripheral equipment we or some of our end users have reported as working well.

Cameras (USB)

Manufacturer	Model	Notes
Aukey	PCLM1E	Webcam
Jabra	PanaCast	PTZ
Jabra	PanaCast 50	PTZ
Logitech	Logitech Meet Up	PTZ
Logitech	C525/C920	Webcam
Microsoft	LifeCam Cinema/Studio	Webcam
Poly	Studio	PTZ

Microphones/Speakers (USB)

Jabra	Speak 510	Combo Mic/Speaker
Jabra	Speak 710	Combo Mic/Speaker
Jabra	Speak 750	Combo Mic/Speaker
Jabra	Speak 810	Combo Mic/Speaker

Screens/Monitors

Manufacturer	Model	Notes
Avocor	Interactive Touch Screen Series	Touch Screen Monitor

Non-Windows Devices for calling NHS Near Me/NVCS browser-enabled bridges

Manufacturer	Model	Notes
Apple	Any desktop/laptop with built-in camera (≥ MacOS 10.15)	Desktops or Laptops
Apple	iPads (≥ iOS 15)	Tablet
Apple	IPhones (≥ iOS 15)	Smartphone
HP	14-db0500sa	Chromebook
Android	Varies	Please contact vc.support@nhs.scot for more details.

Appendix 3 – Acronym Glossary

Acronym	Definition
CMS	Cisco Meeting Server
LAN	Local Area Network
MCU	Multipoint Control Unit
NVCS	National Video Conferencing Service
SLA	Service Level Agreement
TMS	Telepresence Management Suite
VC	Video Conferencing
VTC	Video Teleconferencing
WAN	Wide Area Network