

Video Conferencing

Video conferencing devices must comply with industry standard protocols and be securely deployed.

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Authority

Treasurer's Direction – Information and Communications Technology (ICT) 1-2 ICT Policies and Standards

1 Purpose

Video conferencing devices may be used throughout the Northern Territory Government (NTG) to facilitate communication and to conduct Agency business. This Policy establishes requirements for video conferencing devices used within the NTG Information and Communications Technology (ICT) environment and their users.

2 Scope

This Policy applies to NTG staff and service providers responsible for the implementation and management of video conferencing devices.

2.1 In Scope

- i. This Policy applies to the procurement and use of video conferencing devices by NTG Agencies.

2.2 Out of Scope

- i. Free or low cost widely available internet conferencing services such as Skype (free version not Skype for Business), Google Hangouts or Yahoo Messenger must not be used in the NTG.
- ii. Exception: Department of Education's classroom based activities to engage with other schools nationally and internationally.
- iii. Synchronous Communication platforms (e.g. Skype for Business and Cisco WebEx) are out of scope.

3 Responsibilities

- i. Agency Chief Executives are responsible for ensuring this Policy is applied within their Agency.
- ii. Agency staff and service providers are responsible for adhering to this policy and engage the NTG Video Conferencing Manager at the earliest opportunity when considering procuring a video conferencing device.
- iii. An Agency may impose further requirements, consistent with this Policy, specific to video conferencing within the Agency.

4 Policy Statements

4.1.1.1 NTG Agencies must ensure that any video conferencing device used within the NTG is capable of supporting and operating with industry standard protocols and deployed in a secure manner.

- i. This Policy statement is achieved by adhering to the below requirements.

4.2 Before procuring new video conferencing devices

4.2.1.1 NTG Agencies must ensure that, before a new video conferencing device is procured:

- the advice of the NTG Video Conferencing Manager is sought at the earliest possible opportunity.
- the device is capable of supporting and operating with either the Session Initiation Protocol (SIP) or H.323 industry standard protocols; SIP is preferred.

- i. If Agencies do not comply with these requirements, there is a possibility that the chosen video conferencing device will not interoperate with other NTG video conferencing facilities or be able to connect to the NTG ICT network.
- ii. Note: All procurement requests relating to Department of Health must also be forwarded to TeleHealth NT (TeleHealthHelpdesk.THS@nt.gov.au).

4.3 Complying with requirements specified on NTG Central

4.3.1.1 Once a new video conferencing device is procured, NTG Agencies must ensure that they configure the device, register the device with the NTG Video Conferencing Management System, and use the device only in accordance with the video conferencing user rules.

- i. These requirements are detailed in the Video Conferencing User Guide on NTG Central (internal to NTG only).
- ii. Agencies register the device with the NTG Video Conferencing Management System by logging a ticket through the HPSM system. The service provider then adds the device to the system.

4.4 Direct connections

- i. Most video calls are on demand and internal to NTG or use the internet or ISDN to connect to non-NTG organisation. NTG Agencies may, in limited circumstances, wish to establish an ongoing, direct video conferencing relationship with a non-NTG organisation. This relationship is called direct connections.
- ii. The direct connection would enable the external organisation to initiate video/audio conferencing with the Agency with the purpose of directing traffic to a certain path, such as a dedicated link, or to enable more convenient dialling.

- 4.4.1.1 NTG Agencies are only permitted to obtain a direct connection:**
- when there is a demonstrable, legitimate business need for the direct connection
 - the advice of the NTG Video Conferencing Manager has been sought and followed by the Agency
 - the requirements of the ICT WAN and Third Party Access Standard are met
 - the arrangement is documented in a written agreement, which must prohibit the non-NTG organisation and its staff from behaving inappropriately while using the video conferencing system (including that they will not misuse NTG information) and require the non-NTG organisation to implement appropriate security requirements as specified in the ICT WAN and Third Party Access Standard.

- iii. Permission to obtain a direct connection with a non-NTG organisation will not be granted unless all requirements are met.

5 Contact details

- i. NTG Video Conferencing Manager: NTGVC.Management@nt.gov.au / 8924 3730
- ii. Digital Policy and Telecommunications Unit: Digital.Policy@nt.gov.au / 8924 3853

6 Definitions

Video conferencing device means a video conferencing device and/or related equipment or software used to deliver video communications, collaborations or meetings, whether set up in a conference room or as desktop facility.

H.323 is a recommendation from the ITU Telecommunication Standardization Sector that defines the protocols to provide audio-visual communication over a computer network. The H.323 standard addresses call signalling and control, multimedia transport and control, and bandwidth control for point-to-point and multi-point conferences.

Session Initiation Protocol (SIP) is a communications protocol for signalling and controlling multimedia communication sessions. It is used to create, manage and terminate sessions in an internet protocol based network. The most common applications of SIP are in Internet telephony for voice and video calls, as well as instant messaging, over Internet Protocol networks.

7 Glossary of Acronyms

Acronym	Full form
ICT	Information and Communications Technology
NTG	Northern Territory Government
SIP	Session Initiation Protocol

8 Document control

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Responsible Agency	Department of Corporate and Information Services (DCIS)
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1.2	October 2011	DCIS	Endorsed by NTG CIO Forum
1.3	February 2013	DCIS	Change Agency name
2.0	October 2017	DCIS	Major review and revert to Policy (Internet version: excludes reference to internal documents)