Information & Technology Governance Decision Document

February 28, 2024

Scope

The UW-IT Audio Conferencing Service is a highly reliable, on-premises solution that remains available when there is limited, or no, internet access or bandwidth. The conference PINs are tied directly to the service and not the user making it a reliable business continuity and disaster recovery option. Currently, the service is used by Crisis Communications, the URC, UW-IT Network operations, and various departments across campus in their business continuity plans or in regular operations.

Governance Review

- In 2023, as part of its review of UW-IT services, the IT Service Management Board recommended that Audio Conferencing Services "be placed in containment status, continuing to operate but not accepting new customers, understanding that current customers have existing business processes and documentation that rely on Conference Services accounts – internally published conferencing phone numbers, for example." (IT Service Management Board 2023 Report)
- The I&T Enterprise Technology Board reviewed the options presented by UW-IT to either maintain the service for mission critical use cases or turn down the service on a specified date. On February 22, 2024, the Board made a recommendation the I&T Executive Committee to maintain the service for mission critical use cases.
- The I&T Executive Committee reviewed the options on February 28, 2024 and voted to modify and approve the Board's recommendation.

Recommendation of the I&T Executive Committee

Maintain the service for mission critical use cases:

- Define new language in the service catalog explaining that most customers should use MS Teams and Zoom as their preferred choice
- Do more communication to campus on the service for the critical use cases and make sure it is not for general conference call use cases

- Onboarding a new subscriber is possible provided they fall into approved usage guidelines, determined by the Enterprise Technology Domain Board (TBD), i.e. Business Continuity, alternate solutions aren't readily available, etc.
- Evaluate service again in 2 years or sooner (get a report in 18 months for usage status)
- Develop plan for ending service that ensures crisis management support