

COMMONWEALTH OF PENNSYLVANIA
DEPARTMENT OF PUBLIC WELFARE
INFORMATION TECHNOLOGY STANDARD

Name Of Standard: Teleconferencing	Number: STD-EDMS003
Domain: Groupware	Category: Office Automation Tools
Date Issued: 10/20/2009	Issued By Direction Of:
Date Reviewed: 11/04/2010	 James Weaver, Dir of Div of Tech Engineering

Abstract:

Teleconferencing is the exchange of information among several persons or office linked by a telecommunications system. There are a number of DPW employees located at multiple remote locations that need to collaborate on a regular basis using telecommunications/conferencing. As a result of travel, even travel within the state, being closely examined, teleconferencing has become more essential.

General:

The Commonwealth and DPW have standardized on the use of WebEx telecommunications to conduct online meetings or teleconferences. WebEx combines real-time desktop sharing with phone conferencing so everyone sees the same thing at the same time the conversation is occurring.

Standard:

WebEx has been purchased for use by DPW employees. The service is available 7 days a week, 24 hours a day and is to be used for work related communications. Usage of this system will be monitored by the Department's WebEx system administrator(s).

Any office within DPW that requires additional WebEx resources should have their Program Office Coordinator submit a request via email to Lonnie Gelnett the DPW WebEx manager.

WebEx is not considered to be a secure way of communication; therefore confidential data such as IRS-derived financial data, HIPAA-related medical data and personnel data may not be displayed or discussed.

The Department of Public Welfare has issued a document [Requesting a WebEx Meeting](#) that explains the steps necessary to schedule an online meeting. Other information pertaining to the use of WebEx may be found at the BIS intranet site under [Office Automation Tools](#).

Exemptions from this Standard:

Any request to purchase a product that performs similar functions will be rejected unless it has been approved by the Director of Technical Engineering.

Refresh Schedule:

All standards and referenced documentation identified in this standard will be subject to a review and possible revision annually or upon request by the DPW Information Technology Standards Team.

Standard Revision Log:

Change Date	Version	Change Description	Author and Organization
10/20/2009	1.0	Initial Creation	R. Sage
11/04/2010	1.0	Reviewed	R. Sage