Let's get you ready to upgrade to Webex for Government! First, we'll gather some critical details and then you can review details about the changes you'll experience with the upgrade.

Preparing for your Webex for Government upgrade requires that certain steps and statements are followed, completed and acknowledged. Plan to spend about 15 minutes completing the following steps.

Administrative

Provide all Webex site urls you want to upgrade (Example: cisco.webex.com).

Provide a name for Control Hub organization (Example: Cisco Systems, Inc).

Provide a display name for your Webex site which will appear in Control Hub reporting. Not Webex site impacting.

Provide the email address for the FedRAMP Control Hub administrator; more can be added later. Often, this is a Webex Site Administrator.

Your upgrade can be scheduled on a Friday evening during the maintenance window (10pm ET–3am ET) and must be requested no later than Tuesday of that week. What date would you like to upgrade to Webex for Government?

Securing Your Environment

Provide all email domain(s) *not shared with other agencies or used in any commercial Webex Control Hub organization* that will be used on your production FedRAMP Webex site, such as @example.gov.

> *To support your upgrade to Webex for Government, Cisco will provide a list of Commercial users with an email address matching any domain in this list.* **To comply with FedRAMP security requirements, these users must change the email address in the commercial account within 30 days following the instructions** <u>here</u>.

I understand that after 30 days, any of the identified accounts that have not changed their email address may be deleted. I further understand that all content will be removed and cannot be retrieved.

If applicable, specify any email domains that will also be used by other agencies, such as contractor domains:

If applicable, specify any email domains that will be shared with a commercial Control Hub organization:

Video Platform 2.0

Have you tested joining a FedRamp Video Platform 2.0 meeting with a video device (i.e. SIP or H.323)? Yes   No

FedRAMP Data Handling Requirements

Cisco is not able to verify that local security devices, namely firewalls, are configured to allow full access to Webex meetings. To conform with FedRAMP network requirements, please verify the following prior to your upgrade:

The Webex for Government IP ranges have been opened by my network team.

I understand that I need to do this even if I have an existing Webex Meetings deployment.

I understand that upgrading a production site without correctly opening these ports and IP ranges will lead to disruption in the meeting service.

Please continue reading for more details…

When a site is upgraded to Webex for Government, there are in-meeting changes and administrative changes. Let's take a look:

Video Platform 2.0 (in-meeting)

What is the Change?:

When VP2.0 is enabled, users with the Collaboration Room setting will see all available features during their next meeting (whether it is a scheduled meeting or personal room). When a video call connects to a meeting, it will use the new infrastructure with *no action required by users or admins*.

How it Changes:

Webex is simply changing the call routing in our network to use current VP2.0 production systems. Your site will now take advantage of the same active infrastructure used by other Webex for Government customers.

How to test:

After the upgrade, we suggest that you test your network connectivity by making a test video call into your site.

Enablement of Control Hub (only for admins)

What is the Change?:

Admins have gained access to Troubleshooting and Analytics data from linked Webex sites. Admins can now enable new features for users.

How it Changes:

Webex "links" the current Webex site to a Control Hub organization for the admin to control features and see analytics.

How to test:

As an admin, you can log into: admin-usgov.webex.com with your email address.

CRT – Product Enablement