Virtual Visitation Service: Service Summary

The Cisco Virtual Visitation Service (VVS) is available as an optional service within Solution Attached Services. VVS specific service elements are described in this Service Summary.

Offer Summary:

VVS provides an overlay on existing Webex meeting and Webex devices to make virtual visitation for incarcerated persons easier for correctional facilities to adopt and manage. The service allows for zero touch meeting start/end in a controlled environment and implementation of business rules within a role based scheduling portal. The service can be utilized as a process-based reservation system allowing for visits with family members, consultation with attorneys and participating in court hearings.

Cisco will deploy and host a tele visit portal to connect incarcerated individuals with providers and visitors. The service will be integrated, depending on need, to Cisco Webex, email such as Microsoft Exchange, Single Sign on using SAML and a Jail Management System. The Cisco team will work with your identified team to administratively configure a cloud-based deployment solution in alignment with your guidelines.

Implementation Summary:

Cisco and customer will participate in a Solution Design Workshop. Following the workshop, a Solution Design document encompassing the below elements, will be provided:
- Virtual Visitation Service features and functionality
- Definition of workflows
- Integration definition, if applicable
- High-level architecture diagram

VVS implementation activities will include:
  i. Set up of a Virtual Visitation Service scheduling portal.
  ii. Integrating the scheduler portal with customer's Jail Management System (JMS) via JSON file transfer method, if applicable.
  iii. Configuration of the following workflows in the scheduler portal based on customer need:
      1) Attorney Visitation
      2) Friends and Family Visitation
      3) Court Hearing
  iv. Brand and configure features of the scheduler portal within existing portal functionality.
  v. Integration with Webex Control Hub
  vi. Configuration of Cisco video endpoints (DX80, Webex Desk Pro, Webex Room Kit, SX10, SX20) within the VVS platform.
  vii. Functional testing.
  viii. Updating the Solution Design document to include implemented components, devices, and applications to reflect the final "as-built" design.
  ix. Knowledge transfer including a User Guide.

Assumptions:

The customer will manage the delivery, installation, configuration and updating of equipment not provided by Cisco that is required to work with, or act as, part of the Cisco-provided equipment as well as complete the following tasks within 10 Business Days of completion of the Solution Design document to allow Cisco to complete implementation activities:

  i. Ensure Cisco has access to key customer stakeholders and customer site (including physical and/or remote access to solution, devices, and facilities) as necessary for Cisco to perform implementation activities.
  ii. Provide sample data that will be provided by the customer's JMS system.
  iii. Provide access to the customer's Webex Control hub for integration.
  iv. Provide access for email integration.
  v. Provide Cisco with confirmation of the following:
      1) Customer's LAN and WAN is ready to support a real-time collaboration solution.
      2) Customer's network has enough bandwidth to support HD 720p video.
      3) For federated SSO requirements, ensure that the following is met: customer has an SSO system that is SAML 2.0 compliant or meets the WS Federation 1.0 standard.
  vi. Provide a corporate X.509 public key certificate to be imported into Cisco Webex SAML assertions sent to Cisco Webex signed with the certificate's private key.
  vii. Manage any customer internal change management procedures.

Support:

Cisco will provide support for VVS, including troubleshooting issues, and addressing reported service problems using reasonable commercial efforts. Support for VVS will be provided via the following mailer: vvs-support@external.cisco.com during standard business hours on business days "Standard business hours" means 9:00 a.m. to 5:00 p.m., Eastern Time; "business day" means Monday through Friday, excluding Cisco-observed holidays.

Cisco will use commercially reasonable efforts to respond the next business day to high priority issues such as scheduler outages, issues preventing business critical operations, or loss of limited but key functionality. Cisco will also provide customer access to VVS Scheduler version upgrades that may be released by Cisco from time to time. New versions may include bug fixes as well features and functionality available for existing use cases with release notes being made available with each new version.