Global Video Services (GVS)

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Agenda

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Global Video Services Overview

GVS Mission

- Responsible for planning, resourcing, implementing, sustaining, and evolving video services and providing information superiority to the DoD, which includes the Commander-in-Chief, Combatant Commanders, Senior Leadership, Services, Agencies, and America's warfighter and our Allies.

GVS Description

- Global Video Services (GVS) provides a full suite of on-demand, high-quality assured video conference capabilities for users to interact visually within the NIPRNet and SIPRNet.

GVS Benefits

- Mobility-enabled.
- Reduced information assurance complexity.
- Lower total cost of ownership than traditional video conferencing solutions.

GVS Capabilities View

The IP Video – GVS implementation is the tech refresh implementation from DVS-G legacy service to the Internet Protocol (IP) converged global video

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Features

Feature	Description
Voice Conferencing	Users can initiate a voice conference from within a video session or voice participant can join the Video conference via enterprise session controllers.
Video Conferencing	• Multipoint HD video conferencing at variable data rates from 128K to 1MB based on endpoint and network capability. • Desktop (Ad Hoc) conferencing.
Screen/Application Sharing	Users can share the applications (e.g., PowerPoint), or screen share PowerPoint.
Future Enhancements	• Chat: In conference chat, private or all parties (v3.2d). • Users are able to initiate a standards-based chat session in conjunction with the video session. • Mobile Support: Mobile users can connect to laptop and room-based systems.

GVS Operational Tier Support Structure

Tier III

Video Services, SE3, DISA HQs

- Responds to escalated problem tickets from Operations and Request Fulfillment
- Responsible for engineering, design and testing of the GVS system
- Operates the GVS test laboratories at Ft. Meade

8x5
Support Level

Tier II OE

GVS Tier II Operational Engineering, DISA CONUS

- Responsible for the problem, performance and configuration management process
- Performs fielding changes to GVS system
- Coordinates with Tier III on problem tickets requiring Tier III and vendor support

8x5
Support Level

Tier I O&M

GVS Tier I Operations & Maintenance, DISA CONUS

- Performs the incident management and resolution process
- Performs systems and service monitoring
- Initiates situational awareness reporting with the GNSC Watch Officer
- Coordinates with GVS customer (end user) for ASIs and outages

24x7
Support Level

Tier I Level 2

DISN Customer Contact Center (DCCC), DISA CONUS

- Receives customers' reports of incidents in GVS Service
- Opens incident ticket
- Serves as the GVS (end user) customers' POC for incidents and problems

24x7
Support Level

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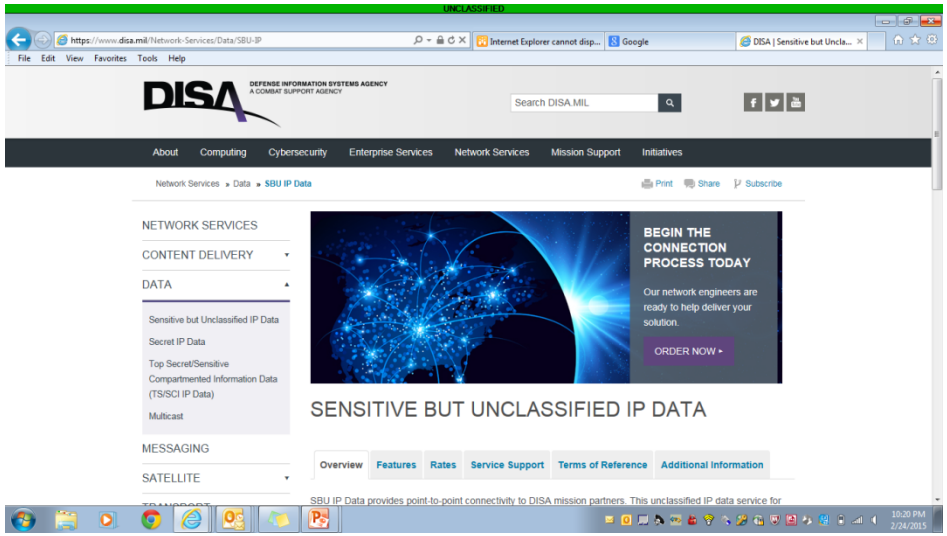
How to Order GVS

- **Customers without SBU IP Data (NIPRNet) Access: GVS Services can be ordered using the DDSF application located on DISA Direct.** https://www.disadirect.disa.mil

- **Customers with SBU IP Data (NIPRNet) Access can register on the GVS Portal.** https://globalvideoservices.csd.disa.mil/gvs-web/app/

- **Customers with US Secret IP Data (SIPRNet) Access can register on the GVS Portal.** https://globalvideoservices.csd.disa.smil.mil/gvs-web/app/



Helpful Links

- **External GVS SharePoint website:**
  - https://disa.deps.mil/ext/COP/NS-Extranet/ExternalConnect/SitePages/Home.aspx

    NOTE: When prompted for e-mail or CAC certificates, please use the "e-mail certificate" option.

    Updates: Training modules, documentation, and additional links.

- **GVS CBT Training:**
  - https://disa.deps.mil/ext/cop/ns-extranet/ExternalConnect/Global%20Video%20Services/GVS%20Training%20Page.aspx

- **JITC APL:**
  - https://aplits.disa.mil

GVS PMO Contacts

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