

Purpose

This memo informs UW-Madison stakeholders and UW System partners that the DoIT Streaming Media Service will be decommissioned by June 30, 2015.

Background

A number of factors influenced the decision to discontinue the DoIT Streaming Media Service, which had been in existence for more than 10 years. UW System recently procured a 3-year license of the Kaltura media management platform that provides a comparable feature set along with the capability to scale the offering to meet the needs of the UW community.

Common questions

The following are a few of the common questions with a more complete list available via the Knowledgebase (<https://kb.wisc.edu/streaming/>).

Q: What should customers do to prepare for the service ending?

A: The following is a high-level list of actions that customers should complete:

1. Visit the Customer Dashboard (available via the service web page at <http://www.doit.wisc.edu/services/streaming-media-hosting/>) to a) verify the contacts listed for the account, view usage reports and list of files, determine what to retain, and review information for downloading files.
2. Download files to a local file store for future access and retention.
3. Identify an alternative hosting solution and upload relevant content (we can assist with transitioning your files to UW-Madison's Kaltura instance).
4. Modify all web pages (e.g., Learn@UW course sites, etc.) to reference content hosted by the new solution.
5. Provide feedback to the service representatives throughout the process, especially when you have completed the process and are all set.

Q: What campus-supported alternatives are available to host digital media?

A: UW-Madison users will find more information regarding an alternative solution at:

Kaltura - <http://www.doit.wisc.edu/services/video-hosting-kaltura>

Q: What will happen when the service is decommissioned on June 30, 2015?

A: You will no longer have access to your account and media referenced on web page(s) will no longer work. The behavior that the user will experience may vary - receive a 404 Error (Not Found), player indicator (i.e. spinning wheel) runs indefinitely.

Communications

A number of communication channels are employed to inform the campus (and UW System) community about this change, such as:

- Direct email communications sent to the contacts for ~250 existing accounts
- Verbal updates provided to stakeholder groups (e.g., TLT-MAG, MTAG, Sponsors, UW System CIOs, etc.)
- Announcements posted to service web site, Knowledgebase, etc.
- Currently contacting customers via telephone to confirm progress and address questions

Questions and requests for additional information

We ask that customers contact the Help Desk (<https://kb.wisc.edu/helpdesk/>) to request assistance.

Division of Information Technology

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