



Who am I?

- David (Dave) Patterson
- Operations Manager, Communications with the Information Technology Directorate at CQU
- 14 Years with CQU
- Educational Technology is my passion
- Responsible for Technology in Teaching Spaces

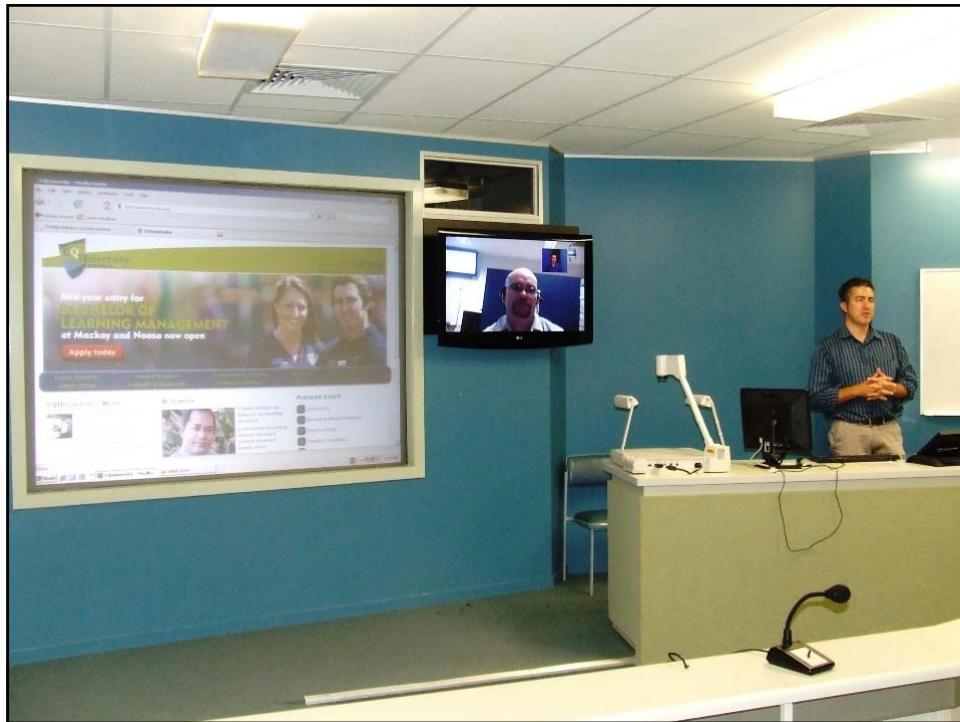
What Spaces use VC at CQUniversity?

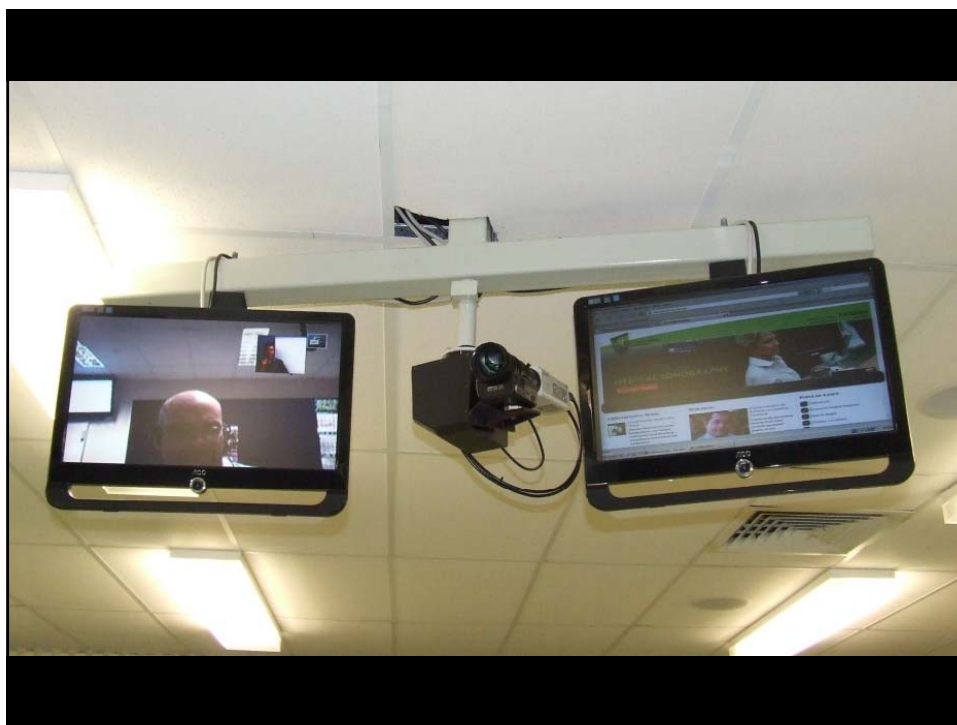
- Videoconference Teaching Rooms
- Videoconference Meeting Rooms
- Desktop Conferencing (pilot)

How many do we have?

- Teaching Videoconferencing
 - 9 x Theatres (integrated AV, AMX control)
 - 7 x 'Studios' (VC endpoint + screens)
- Meeting Videoconferencing
 - 17 x Meeting Rooms (VC endpoint + screens)
 - 60 x desktop conferencing users (pilot)







Conference Recording – Online Delivery



Tandberg Content Server

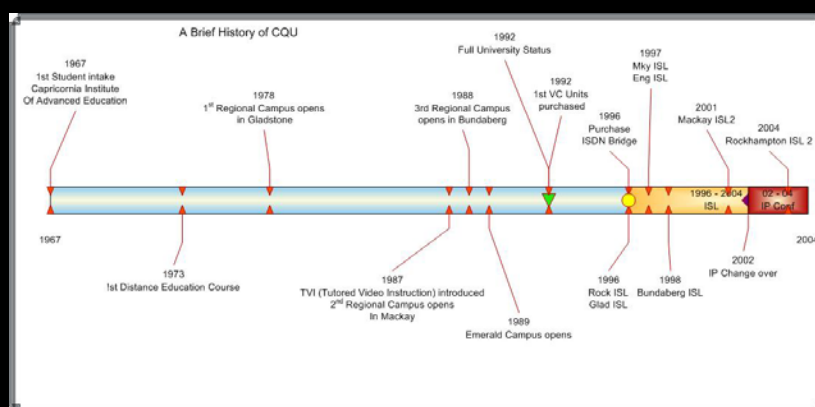
Lectures/Teaching Sessions: Around 70%



A Little History

- Long history of distance education
- Campuses
 - Rocky
 - Gladstone
 - Mackay
 - Bundaberg
 - Emerald
- Adapter/adopters of technology
 - TVI (Televised instruction)
 - VAL (Video Assisted Learning)

A little more History



History of VC in Teaching at CQUniversity



The Project (Starting point)

- Scoping
- Design
- Resourcing
- Timeframe
- Project Timing
- Testing
- Go live!!!

Scoping

- Starting Point
- Technology update not a redevelopment
- Vendor Selection

User Interface

- Change in the view seen by users
- Control interface design (AMX design principles)
- How to display Dual Video
- Involvement of user group
- Development of prototype
- Limit the number of focus groups (not many on campus at that time of year)
- Use of Web TP (save as function)

<http://www.inunu.net/html/services/amx-services/touch-panel-design.html>

Design

- Functional Spec developed with Ops staff
- Designer site visit
 - On most challenging site
 - Review of Functional Spec
 - Initial design
 - Return brief
 - Tweaked ... and again and again

Insert Image of old vs new interface

Resourcing

- Limited staff 3 techs
- Looked at outsourcing project
 - Too many sites too \$\$
- Involve Campus tech staff
 - Normally Desktop support staff who provide level 2 support
- Outsource code development
- User focus groups to guide development

Timeframe

Project initiation July 1 2009

Project completion March 1 2010

University break November 2 2009
to March 1 2010 (14 weeks)

University Christmas Closure
December 24 2009 to Jan 4 2010

Project Timing

July – Sept:	Design phase
Sept:	User focus meetings
Oct:	Procurement
Nov 1:	Room build commence
Dec :	Christmas break
Feb:	Functional test
Feb 19:	Hand over

Budget

Previously done but not as full system uplift
Explored the benefits of full uplift
Standard equipment means:
Single code base
All rooms identical
Easier to code
Easier support
Additional funds required
Easy sell with these benefits

What did we upgrade?

- AMX systems to NI 4100
 - System code
- VGA switching and routing
- CV Switching and routing
- All VGA and CV Cabling
- Audio output control
- User interface
- Room Monitors all to VGA

Insert New schematic here

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The Plan

Timeline

9 rooms

Complete one Rockhampton Room

Get Programmer started

1 to go to Mackay

1 to go to Bundaberg

1 to stay in Rockhampton

Final stage 2 to Gladstone

Back in Rockhampton for testing

Room approach

- Strip equipment that is not to be reused
- Re-arrange rack to standard layout
- Tidy existing wiring
- Install new cabling
- Install new rack equipment
- Install new lectern equipment
- Install new room equipment
- Finish cabling
- Release room for test

Execution Plan

- October 1 - Procurement
- November 1 - Equipment delivery & Start rooms
- November 15 - Programming start & Regionals
- December 1 - Finished Bundaberg & Mackay
- December 15 - Christmas break
- January 4 - Start wiring Gladstone
- January 15 - All wiring complete Finalise programming
- February 1 - Functional testing
- February 19 - Hand over to operations

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Challenges and Strategies

Finite closure timeframe

- Limited by teaching terms and no backup system or spaces

All rooms have to be off line

9 rooms across 4 geographically separated campuses

Limited staff to perform upgrade

Challenges and Strategies

Equipment Delays

- RS232 Mixer recall

- Constant contact with vendor

- Design re visit to review alternatives

- We had experience with AMX Vol

- Quoted Delivery outside the project timeframe

Challenges and Strategies

Changes in time requirements

- New VC welcome lecture
- 2 weeks before go live

Had to revamp timeline and ensure adequate rooms ready

Delayed finishing of Gladstone

Challenges and Strategies

Equipment failure on restart

Unexpected risk

- Wasn't catered for

- Delayed release of 2 rooms due to delivery delays

- Project was 2 weeks late in closure



The Execution

What really happened

Late budget

Mixer recall

VC Welcome lecture 2 weeks early

Late budget Release

24th November all cleared to start

Ordering delayed

Christmas break

Unis are all in full maintenance mode

Engagement of programmer

Critical to the project

Challenges and Strategies

Budget late funds release

Need to review the processes

Take out fat where possible

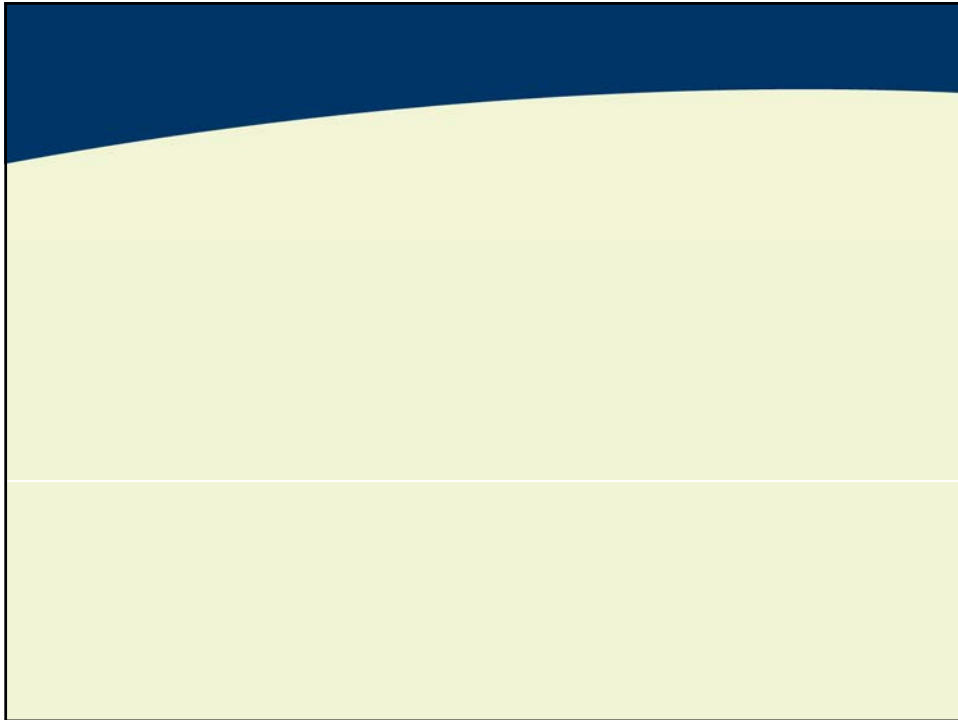
Re-jig anything that can be

At the end of the day be prepared to can it



What would we do again?

- Plan early
- Keep Ops in the loop at all phases, utilise their knowledge
- Involve the users through focus groups etc
- Standardise
- Take the opportunity to update as much equipment as possible
- Involve the local tech staff in the project
- Project team meetings, as timeframe gets short increase the meeting frequency
- Initial project review straight after the go live while it was still fresh



What would we do different and how?

- Push for funding release as early as possible
 - Have the capacity to postpone when time gets tight
- Trust equipment that has been powered off
 - 2 of the failed mixers have since been repaired under warranty
- Project communications around room closure, changes benefits etc (timetabling etc)

What wouldn't we do again?

Wait for funds release

- Have the capacity to postpone when time gets tight

- When the critical date passes can it

Trust equipment that has been powered off

- 2 of the failed mixers have since been repaired under warranty

Leave the Operation staff to talk to the programmer

Benefits

From the IT Perspective:

- Quantum leap in reliability

- Easier support

- Better monitoring

- Changes in functionality easier to perform

- Fault vs Bug vs feature management

Still need to conduct the post TI review with users

Thank You

Questions?

Thanks

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