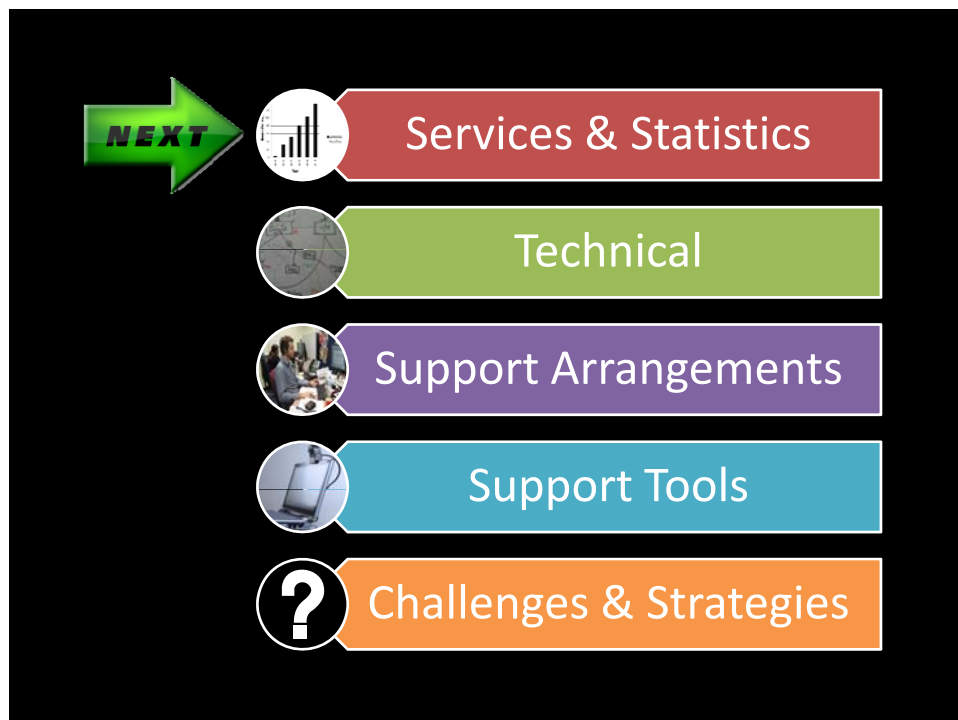
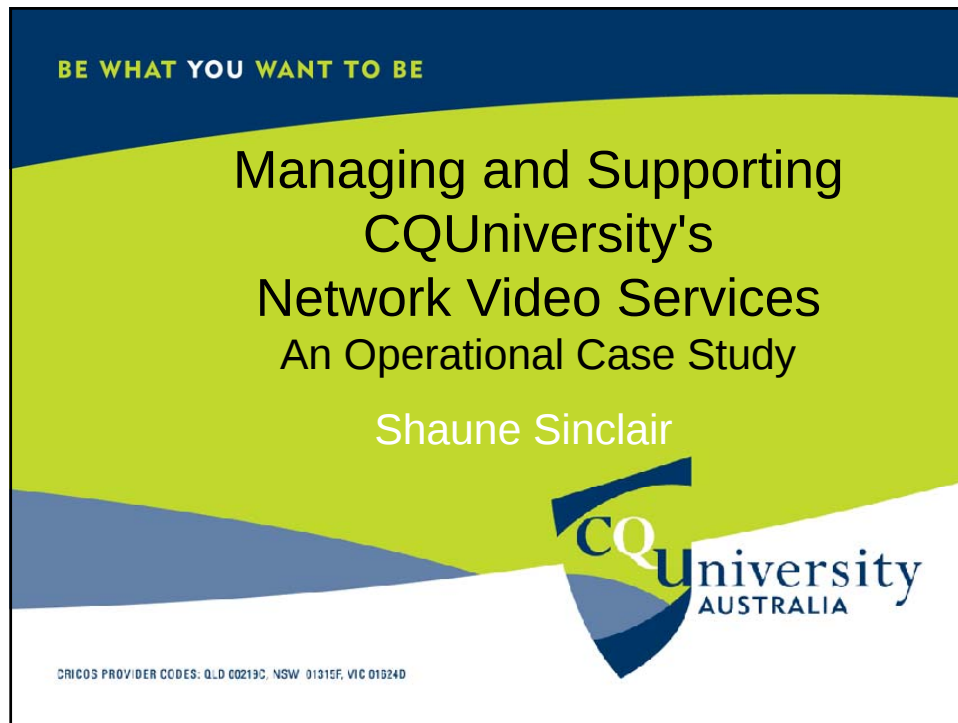
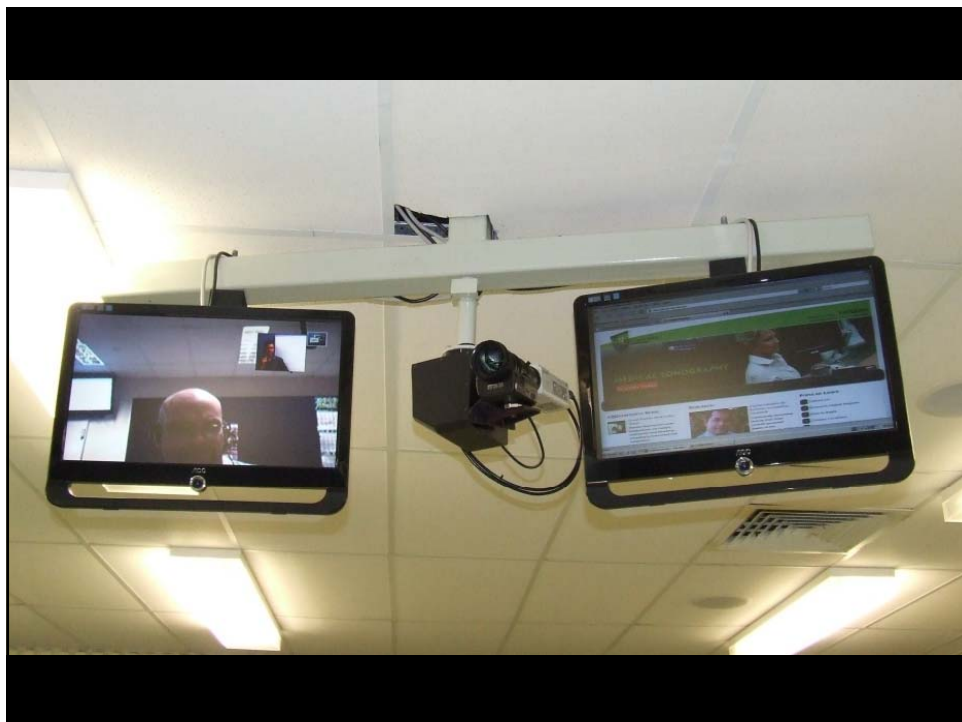




- Videoconference Teaching Rooms
- Videoconference Meeting Rooms
- Access Grid Facilities
- Desktop Conferencing (pilot)
- Video/teleconference Bookings and Management
- Videoconference Recording (online delivery)
- Training
- Operational Support / Hotline (2020)

- Teaching Videoconferencing
 - 9 x Theatres (integrated AV, AMX control)
 - 7 x 'Studios' (VC endpoint + screens)
 - ~ 8am to 8pm Monday to Friday
- Meeting Videoconferencing
 - 17 x Meeting Rooms (VC endpoint + screens)
 - 60 x desktop conferencing users (pilot)
- Access Grid
 - 5 x Access Grid Installations
 - Mainly research applications



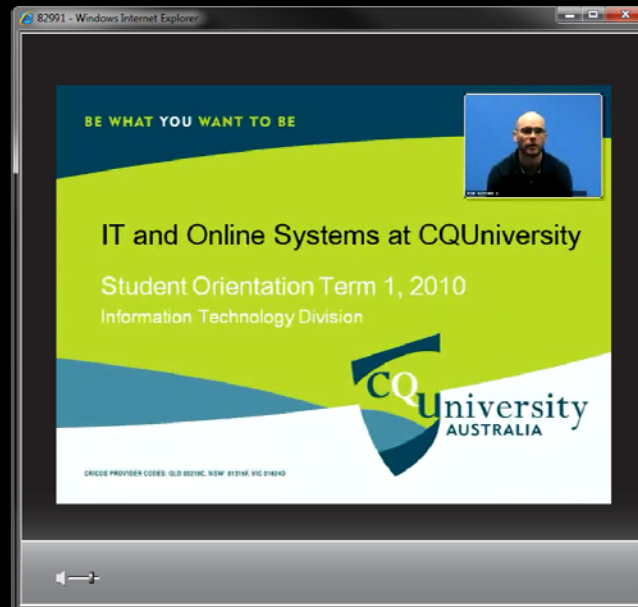




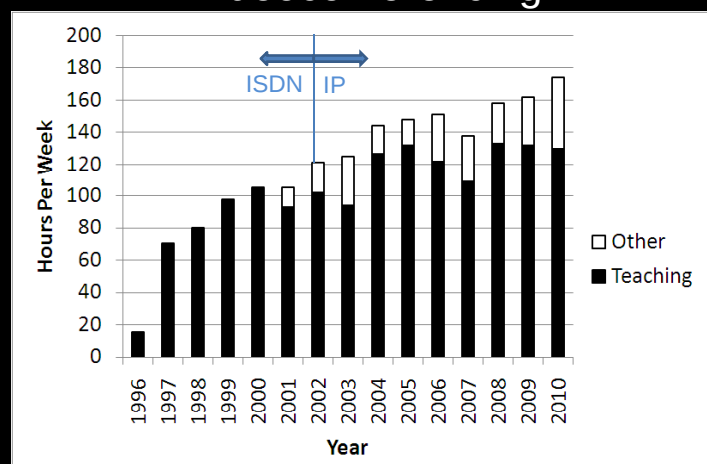
Videoconference Recording

- Record and/or live webcast from any videoconference endpoint
- Tandberg Content Server
- Internally developed media management database
- Some automation - some manual process remains
- Windows Media (wmv) + QuickTime formats (mp4)
- Dual Video (H.239): Presentation + Lecturer Video – mixed into single video

Videoconference Recordings – Online Delivery



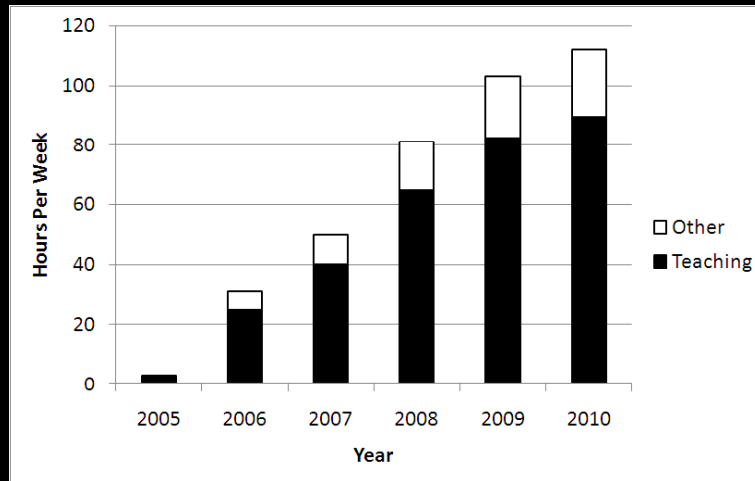
Videoconferencing



Includes centrally booked/managed conferences only – add 15% for ad-hoc/self-serve meetings. Does not include Access Grid sessions.

Estimate: around 20% of total lecture hours are delivered via videoconference

Videoconference - Recording for Online Delivery

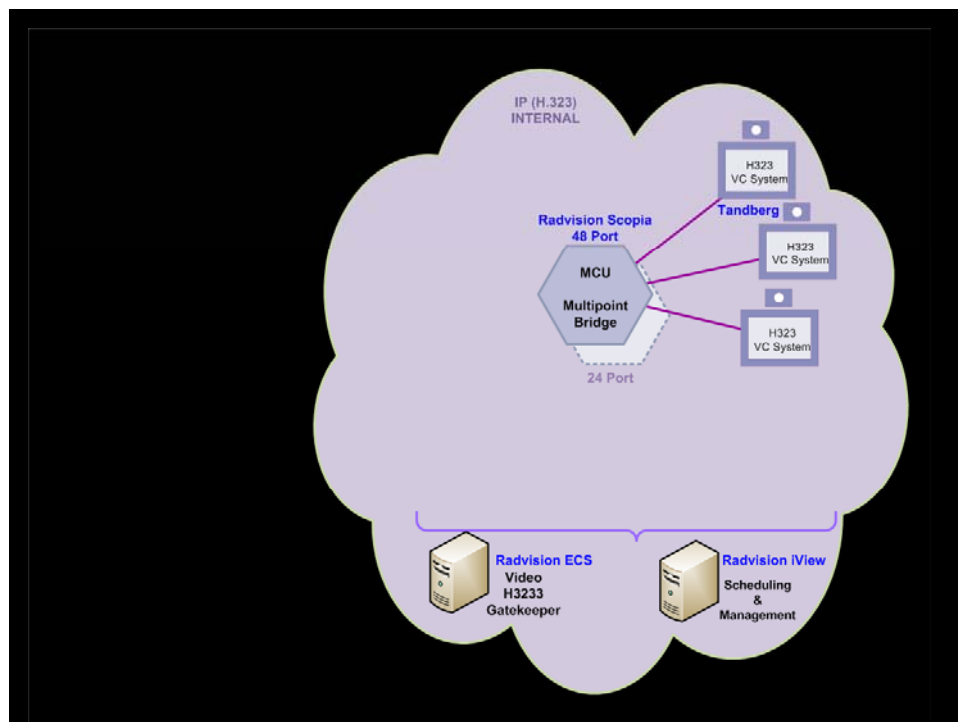
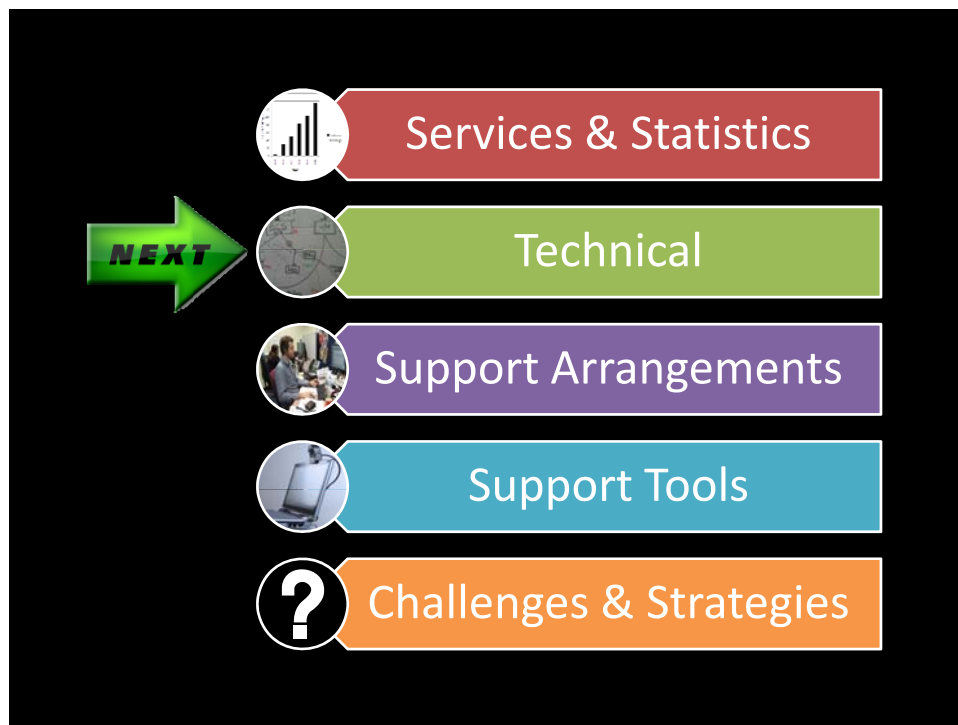


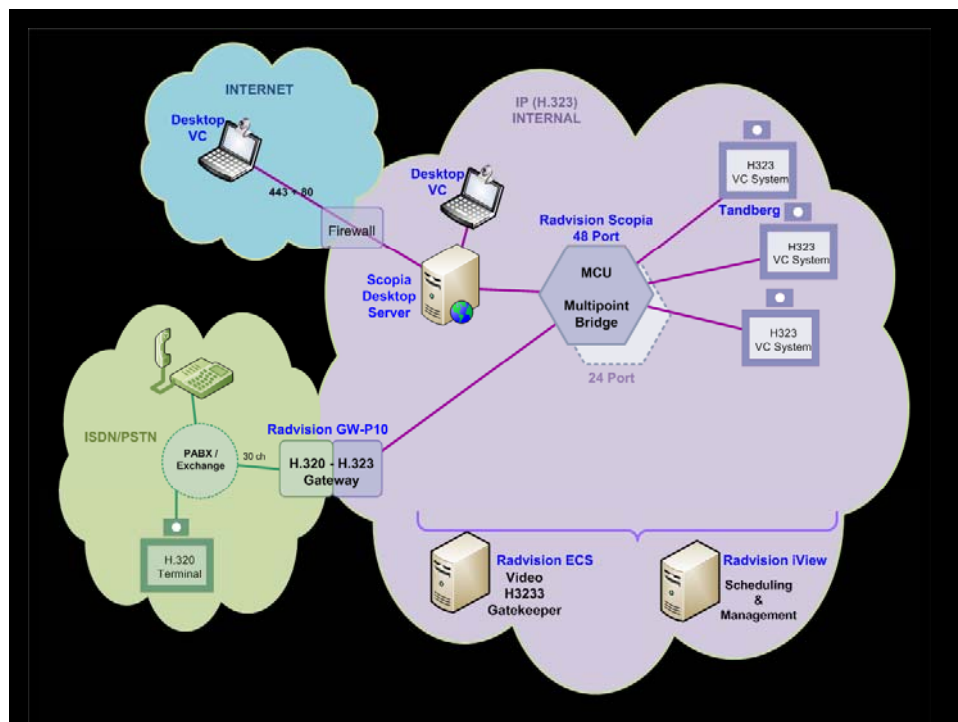
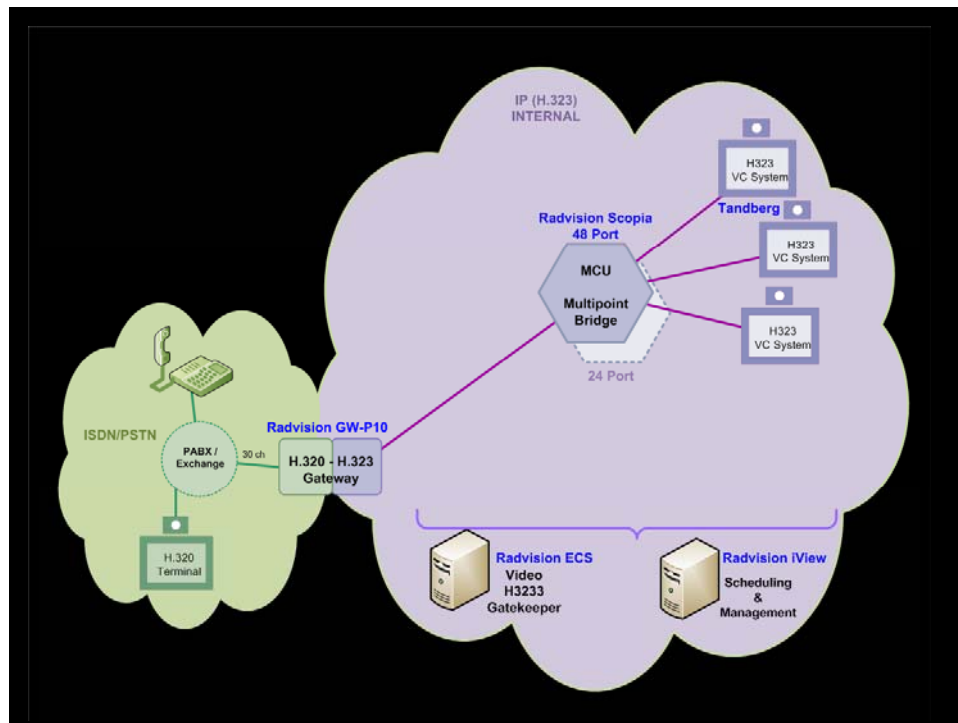
Around 70% of videoconferences are recorded
Average turn-around time: 3.4 hours

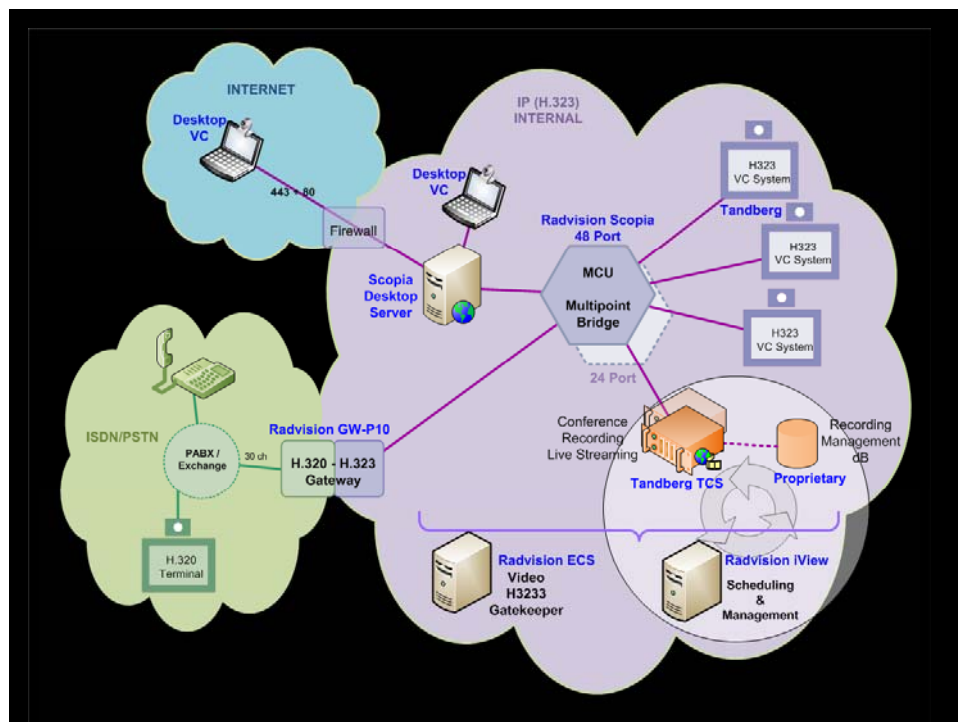
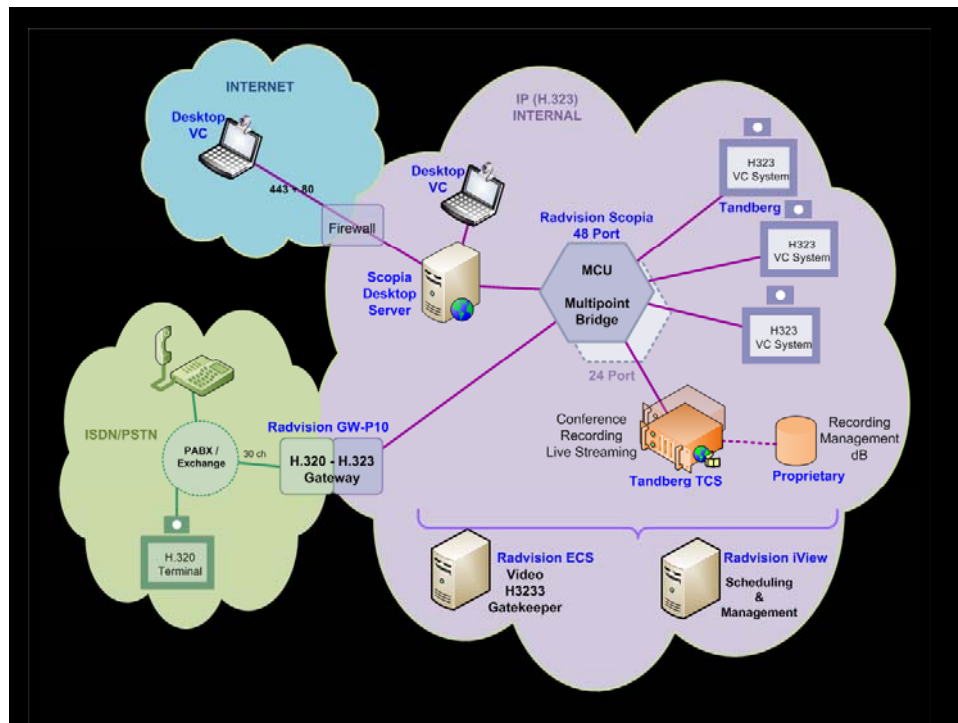
Access Grid

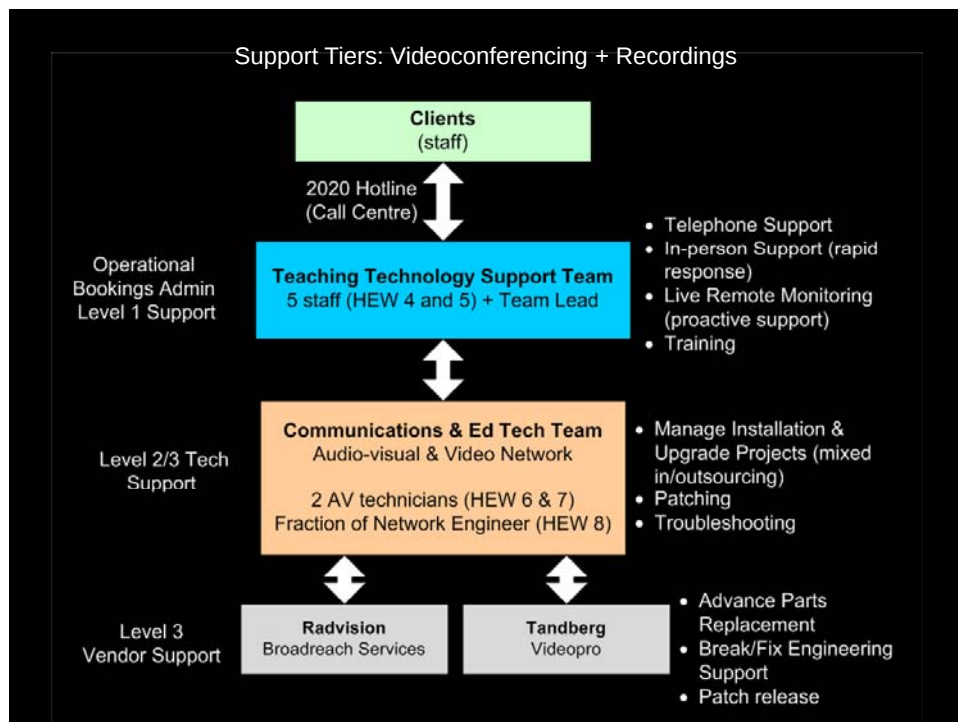
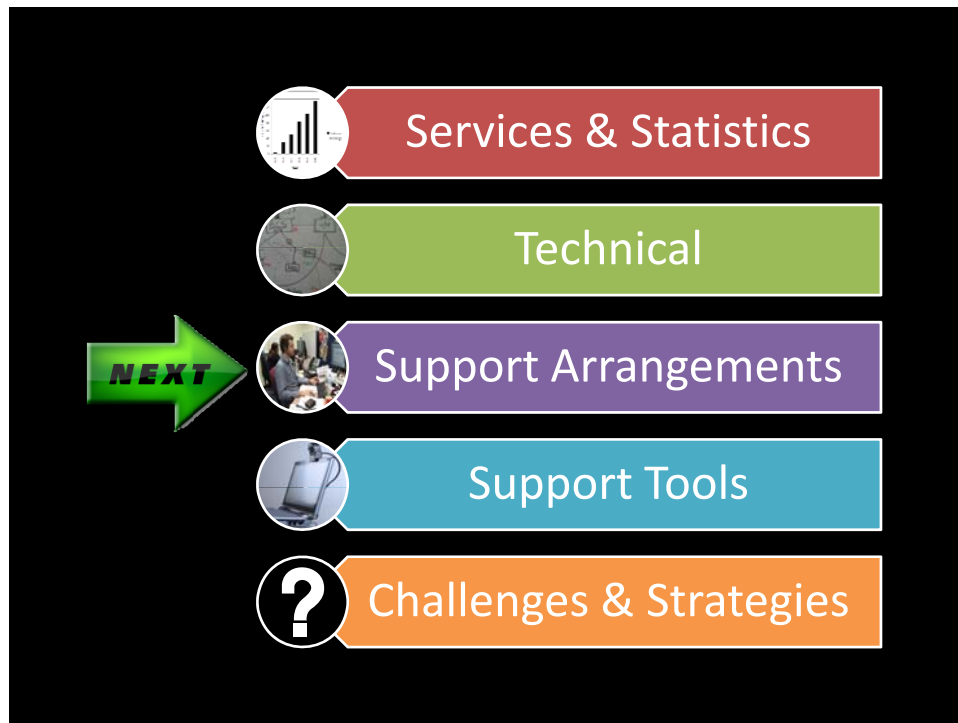


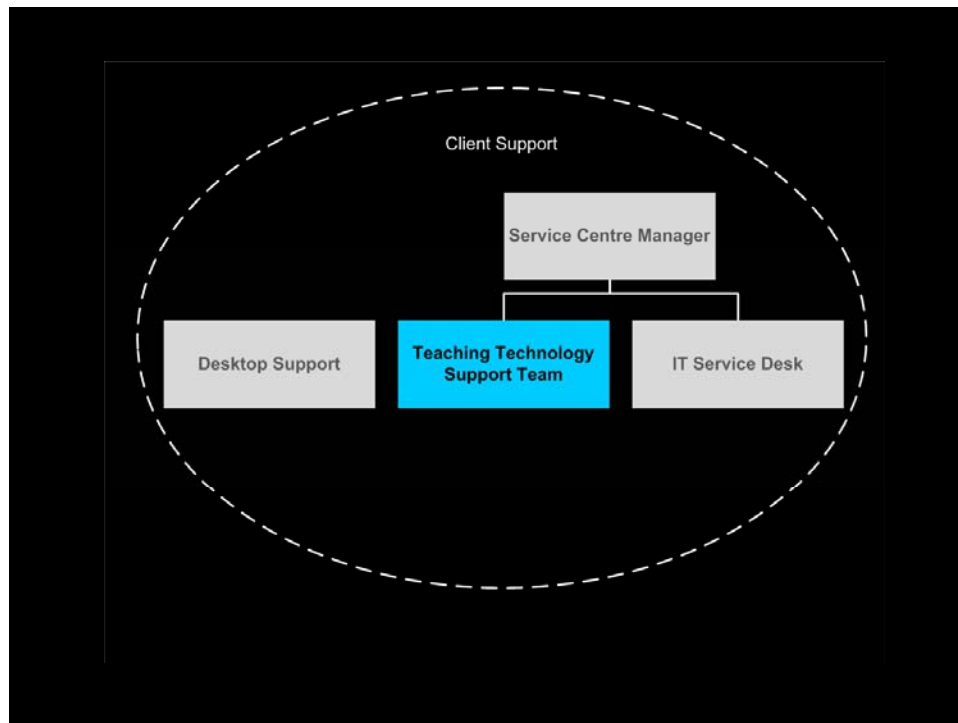
5 Facilities - 15 Hours/week
Around 80% of sessions are research-related





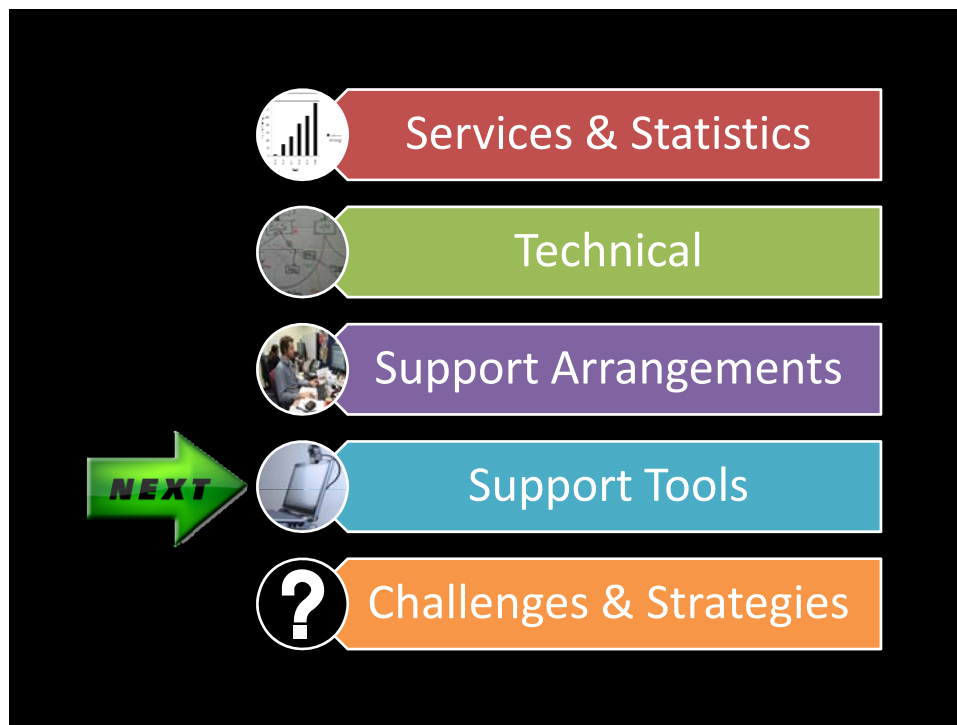






Quality Control

- Pre-term teaching space quality checks
- External/new sites: run a test call ahead of the conference
- Lecture recording 'spot checks'
- Regular 'Teaching Space Quality Meetings'
- All conferences checked at start time to ensure that the conference has commenced and there are no issues



The screenshot shows the Radvision iVIEW Meeting Monitoring web application. The interface includes a sidebar with navigation links (Admin, Resource Management, Meeting Monitoring, Reports and Statistics, Meeting Types, User Management, Advanced Settings, User) and a main content area with tabs for Overall Status, Ongoing Meetings, Ongoing Point-to-Point Calls, and Upcoming. The Ongoing Meetings tab is active, displaying a table of current meetings.

Subject	Meeting ID	Organizer	Start Time	Duration	Bandwidth (Kbps)	Status	Participants	MCU	Terminate
1400 MON Voice Focus Group	6070	Adam Holec	14:00	1 hour 59 minutes	4416	● ● ● ● ●	3	Scope_1_48	●
1400 MON GCE11020 STREAM	6156	Shane Clane	14:00	1 hour 53 minutes	5000	● ● ● ● ●	5	Scope_1_48	●
1400 mon ECDN11020 STREAM	6054	Joe Roberts	14:00	1 hour 53 minutes	6272	● ● ● ● ●	6	Scope_1_48	●
1400 ENEC12008 stream	6161	Dwayne Moxa	13:55	55 minutes	5555	● ● ● ● ●	5	Scope_1_48	●

Conference Scheduling & Management
Radvision iView

Meeting: 1400 MON SCIE11020 STREAM - 6156

Meeting: 8213536156@Scopia_1_48 Bandwidth: 2048 Kbps Time Remaining: 01:47:58

Search by Name/Number

Name	Number	Dial-in	Max Call Rate In/out	Sub-meeting
BBO_VC1_401_G_27	82923	No	1472/1472 Kbps	Main
FDS_RECORD_3	82974	No	1472/1472 Kbps	Main
IKKY_ISL2_720_G_11	82962	No	1472/1472 Kbps	Main
ROK_ISL3_29_G_05	82902	No	1472/1472 Kbps	Main

Participant List Statistics Advanced Invitation

Participant: 4
Unused Reserved Ports: 0
Invite Party: (PH 323) ☐ Dial-in
Number/Alias:
Display Name:
Bandwidth(Kbps): Default Pre Position:

Conference Scheduling & Management
Radvision iView

http://www.radvision.com/

Flexible Delivery System Intranet

Support 'Portal'

You are here: Flexible Delivery Intranet Home

Remote administration of videoconference endpoint:

Contents

[Bundaberg](#), [Gladstone](#), [Mackay](#), [Rockhampton](#), [Other campuses](#), [Meeting rooms](#), [Monitoring un](#)

Bundaberg

BISL1 - Bundaberg ISL Room 1 - 403 G.24	View Snapshots
BISL2 - Bundaberg ISL Room 2 - 401 1.05	View Snapshots
BVC1 - Bundaberg Rollabout - 401 G.27	View Snapshots
BVC2 - Bundaberg VC Room - 401 1.12	View Snapshots

Gladstone

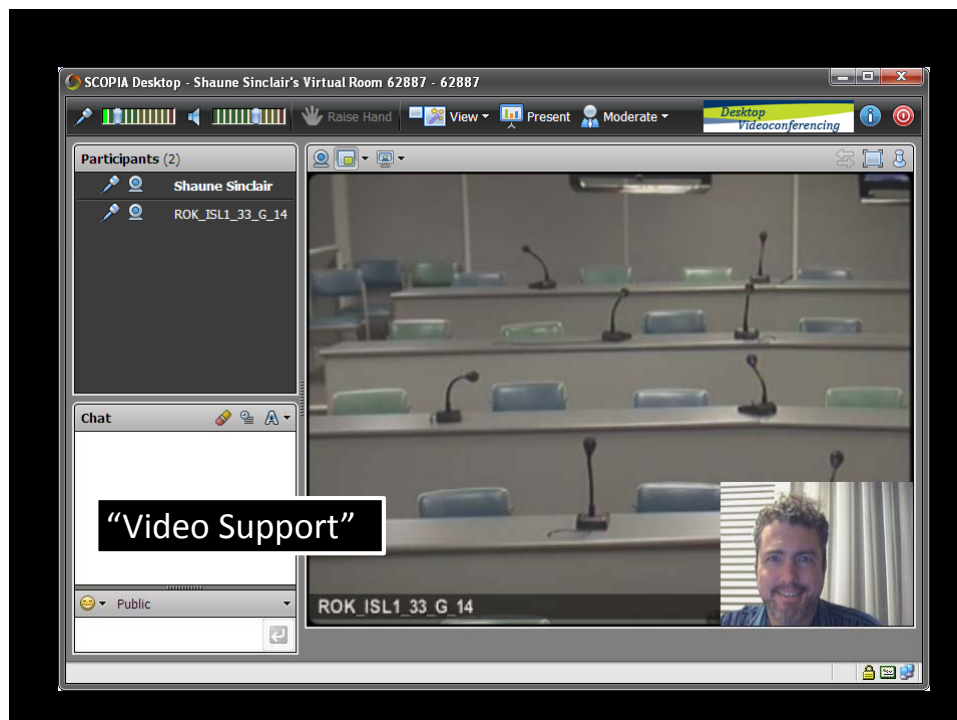
GISL1 - Gladstone MHR ISL - 601 1.03A	View Snapshots
GISL2 - Gladstone Eng ISL - 603 G.27	View Snapshots
GVC1 - Gladstone Rollabout - 601 1.09	View Snapshots

Mackay

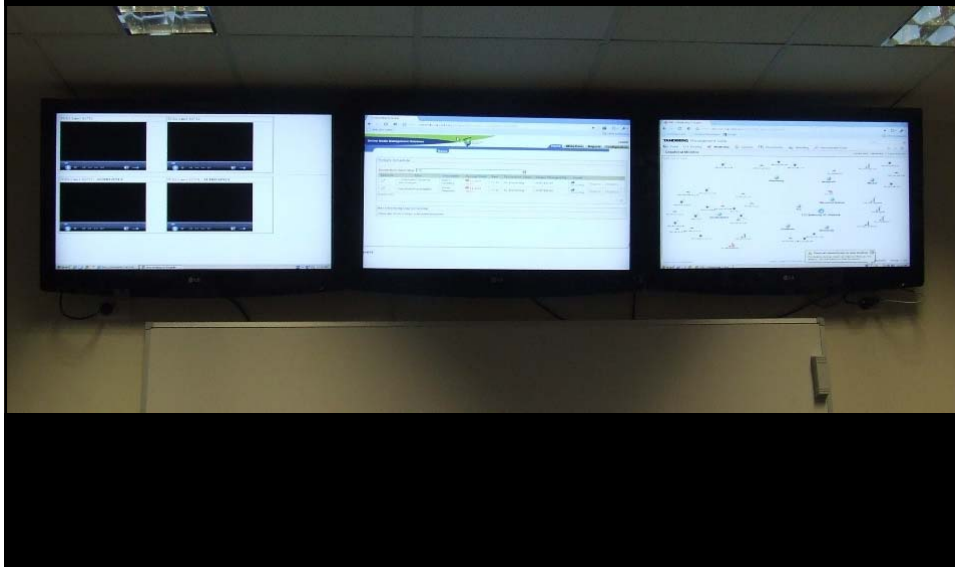
MISL1 - Mackay ISL 1 - 706 G.03	View Snapshots
MISL2 - Mackay ISL 2 - 720 G.11	View Snapshots
MVC1 - Mackay Rollabout - 701 G.11	View Snapshots

Media Production
Live Webcast Management
Conference Scheduling & MCU Mgmt
Conference Endpoint Mgmt
Conference Network Mgmt
Troubleshooting
Directories & User Mgmt

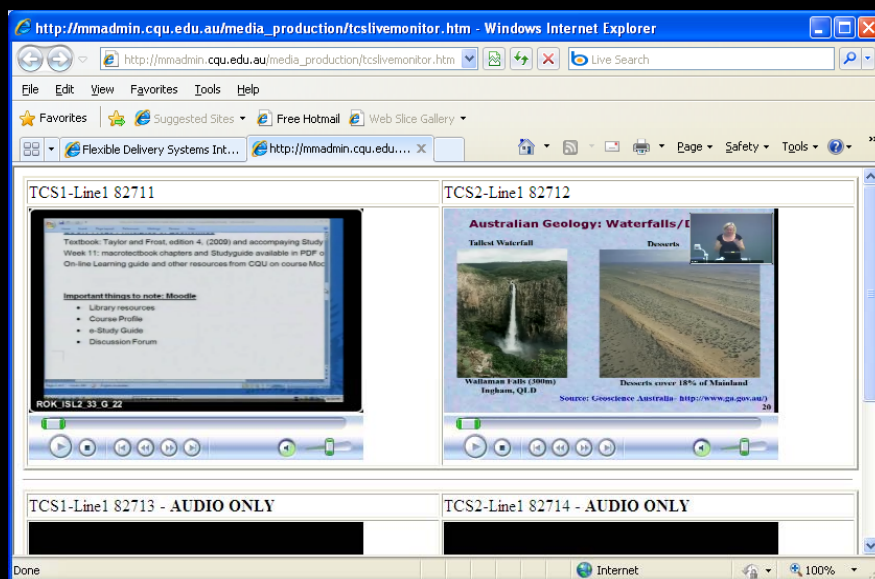
Live Monitoring – Tandberg Endpoints x 4

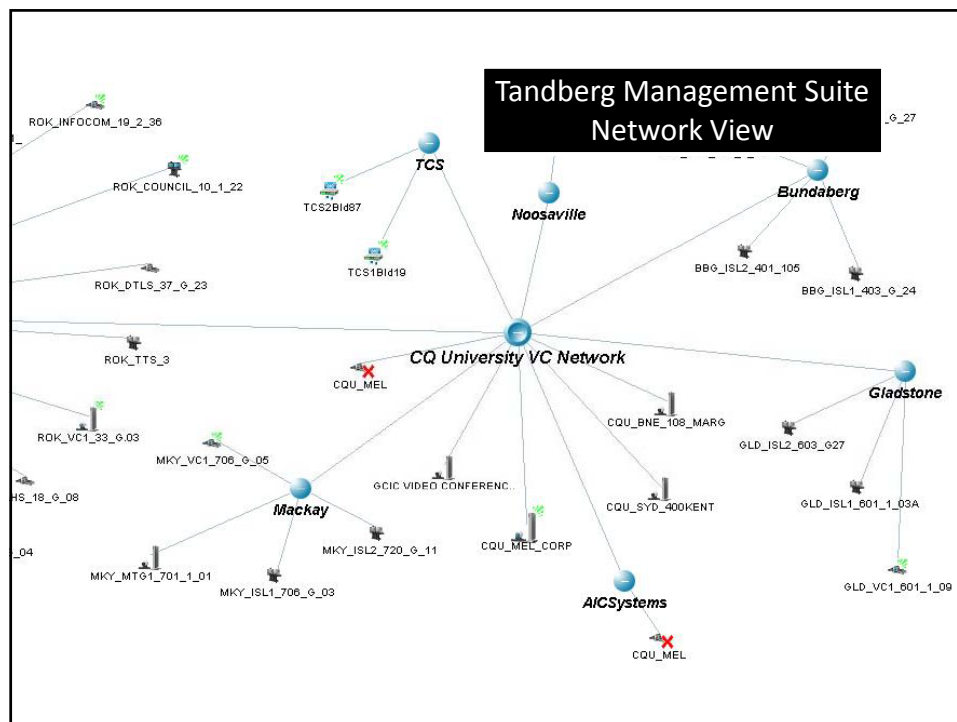


Live Monitoring – Large LCD Displays



Live Monitoring – Recordings



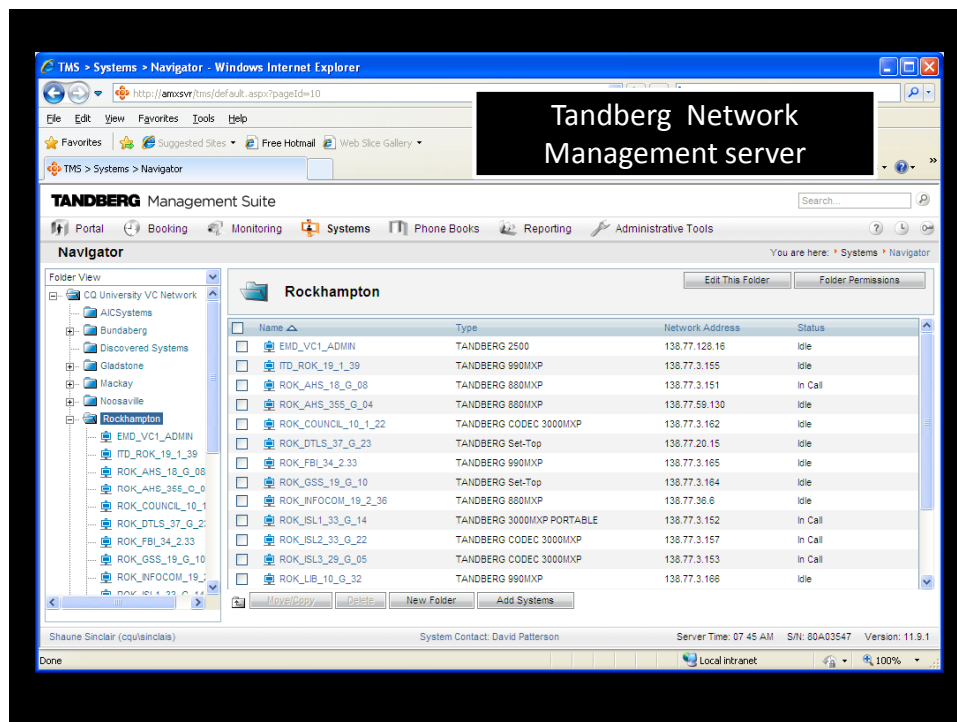
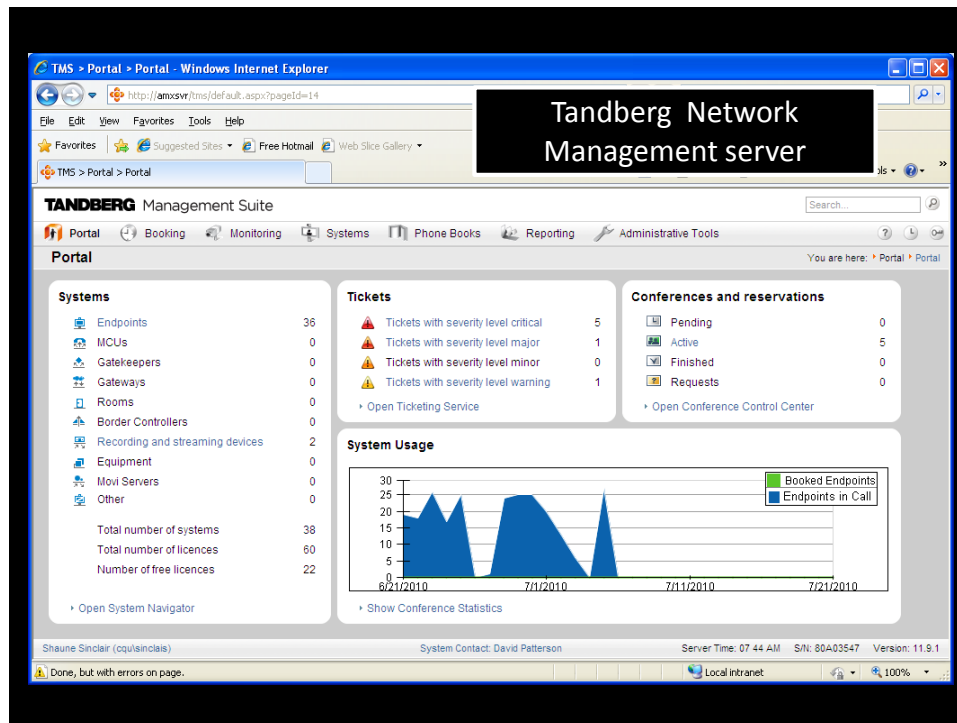


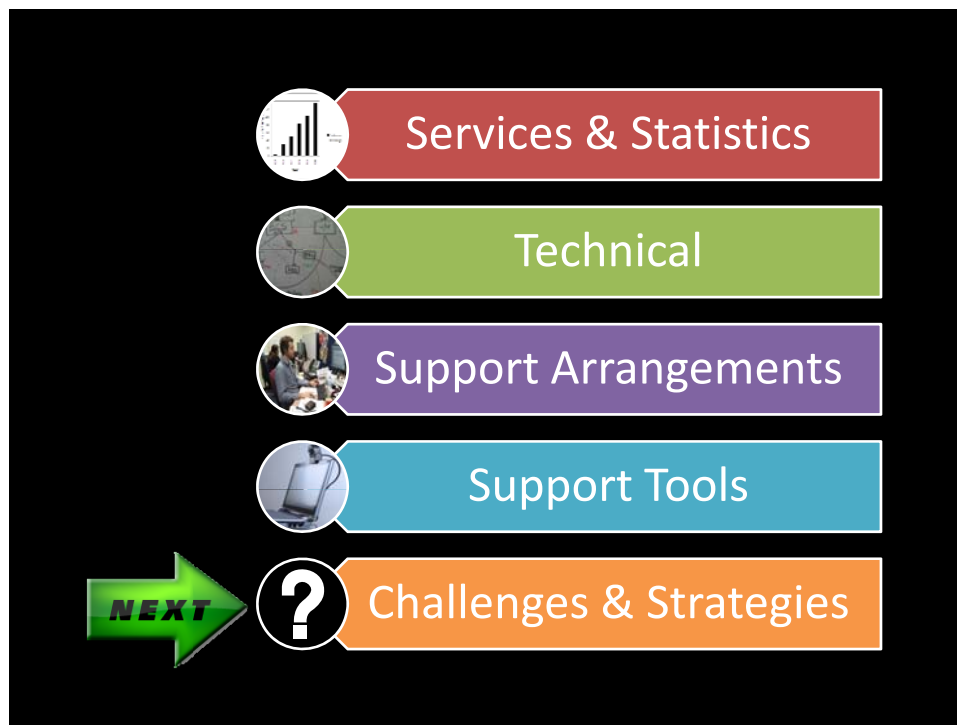
The screenshot shows the Radvision Network Management server interface. The main window displays the **Zone 138.77.3.132** configuration. The interface includes a sidebar with navigation options like Network Tree, Network Table, Network Map, Alarms, Calls, and Settings. The main content area shows the network status and a list of alarms.

Network Status and Alarms

Severity	Date & Time	Message	Element
warning	22/06/2010...	Element offline	138.77.3.146 (MVP)
warning	22/06/2010...	Element offline	138.77.3.144 (MVP)
warning	22/06/2010...	Element offline	138.77.3.145 (MVP)

The interface also displays various network metrics and settings, including Total elements, Faulty, Calls, Conferences, Registered, Inter-zone bandwidth, and B channels.





Challenges and Opportunities

Growing importance, complexity, and demand

Videoconference meeting rooms – varying levels of quality – varying levels of user competence

Desktop conferencing - quality and support challenges

Conference recording – recording working well – publication is still a manual process

Strategies

- Expand self-serve meeting videoconferencing
- Standardisation of meeting room installations
- Single, central bookings system
- 'Conference Organiser' training
- Quality control – rooms checks and certifications
- Desktop Conferencing: insist on desktop hardware standards, installation certification
- Automation of recording publication
- Simplify Access Grid operation
- Heavier reliance on support vendor support partners
- Service Management approach

BE WHAT YOU WANT TO BE

Managing and Supporting CQUniversity's Network Video Services An Operational Case Study

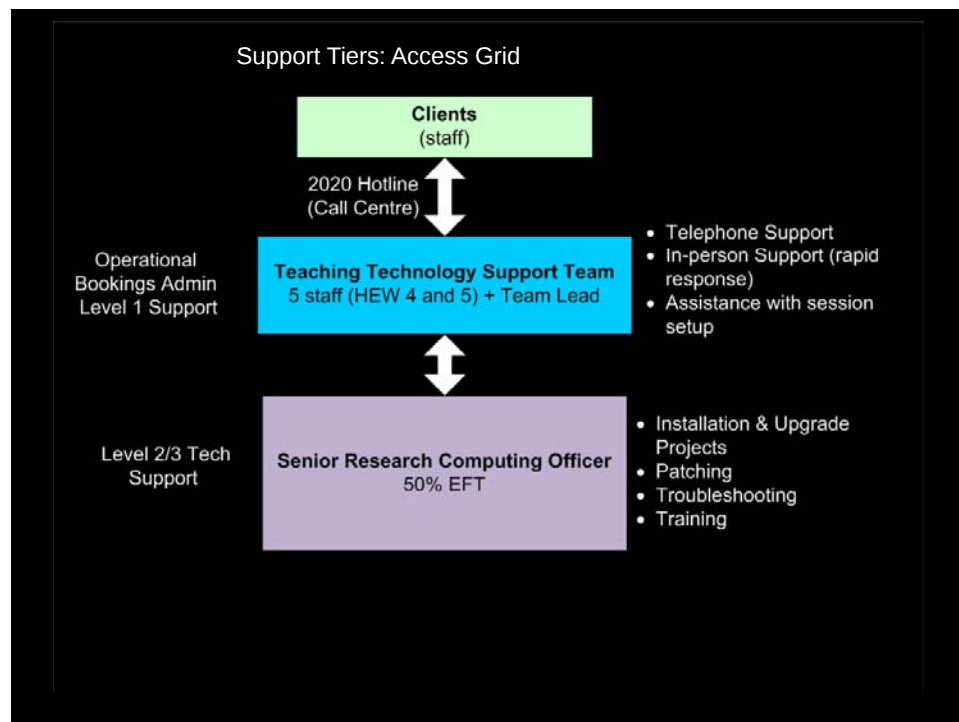
Shaune Sinclair

s.sinclair@cqu.edu.au 0417 716 260

d.patterson@cqu.edu.au 0407 749 584



CRICOS PROVIDER CODES: QLD 00219C, NSW 01315F, VIC 01924D



Lifecycle - Teaching Videoconference

Before term:

- Term timetable compiled & sent to IT
- IT manually schedules conferences for the term

At conference start time:

- Conference starts automatically (including recording)
- IT check that conference has started OK
- Conference ends automatically (5 minute warning)

After conference:

- IT Check recorded video file – advise lecturer that recording is available

Lifecycle - Meeting Videoconference

Prior to conference :

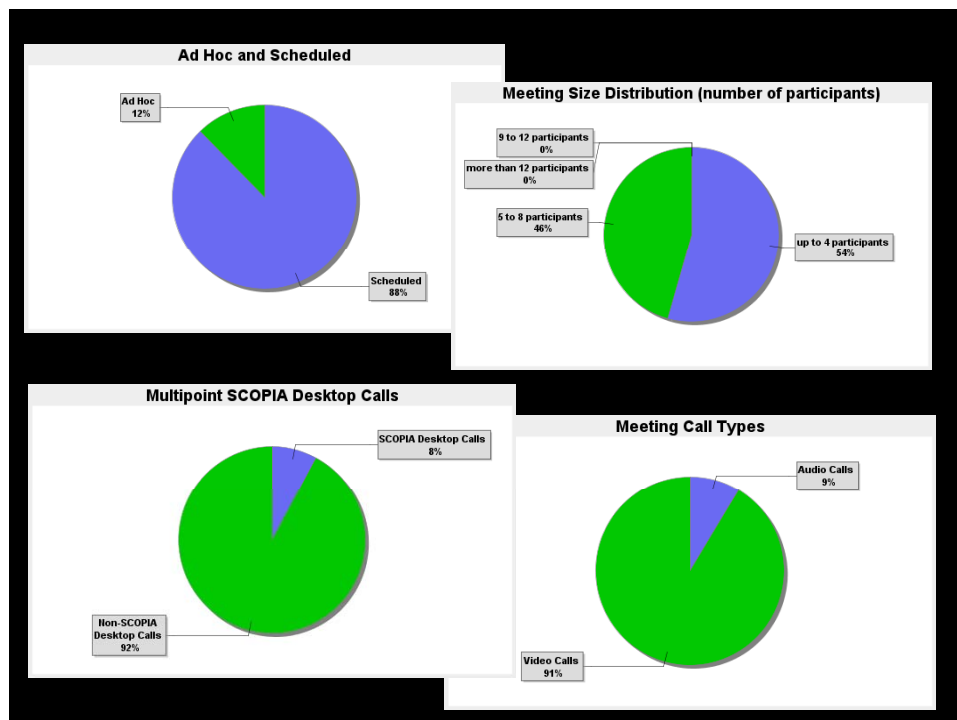
- Conference organiser submits booking via online form - sent to IT
- IT liaise with conference organiser RE availability and confirm booking
- Test call completed (if required)

At conference start time:

- Conference starts automatically (including recording)
- IT check that conference OK
- Conference ends automatically (5 minute warning)

After conference:

- IT check recorded video file – advise presenter as to availability



The screenshot shows the Tandberg Endpoint GUI for system ITD_ROK_19_1_39. The interface includes a top navigation bar with links like 'view', 'Phonebook', 'System status', 'System configuration', and 'Endpoint configuration'. Below this is a 'WELCOME TO ITD_ROK_19_1_39' banner. The main content area is divided into several sections:

- Dial in numbers:**
 - My ISDN number: 82904
 - My IP number: ITD_ROK_19_1_39
 - My IP name: ITD_ROK_19_1_39
 - My SIP URI: ITD_ROK_19_1_39
- Usage:**
 - Video calls: 0 of 3
 - Telephone calls: 0 of 3
 - ISDN channels: 0 of 0
 - Total bandwidth: 0 kbps of 2304 kbps
- System information:**
 - System Name: ITD_ROK_19_1_39
 - Software version: FS.3 PAL
 - Product: TANDBERG 990MXP
 - Location: ITD
 - Contact Person: ITD
- System status:**
 - ISDN/BRI: No connection
 - H.323: No connection

A 'Tandberg Endpoint GUI' label is overlaid on the right side of the image.

The screenshot shows the CQUni Video Conference Booking Form. The form is titled 'Video Conference Booking Form' and includes the following sections:

- Conference Title:** A text input field.
- Primary Contact Details:**
 - Name: Text input field
 - Phone: Text input field
 - Email: Text input field
 - Faculty/Division: A dropdown menu with options: FABIE, FSEH, ITD, Library, DFM, and an 'Other:' text input field.
- Secondary Contact Details (optional):** Radio buttons for 'Yes' and 'No'.
- Are you a CQUni Staff member?:** Radio buttons for 'Yes' and 'No'.
- Date Conference is to be held:** A date picker.
- Is a recurrence required?:** Radio buttons for 'Yes' and 'No'.
- Conference:**
 - Start time: Text input field
 - End time: Text input field
- ISL Campus Selection Participant Size:**
 - Rockhampton: Text input field
 - Bundaberg: Text input field
 - Mackay: Text input field
 - Gladstone: Text input field

On the right side of the form, there is a sidebar with the following elements:

- CQUni ANSWERS:** A section with a 'Find Answer' button.
- How to get Assistance:** A button.
- Submit an IT Request:** A button.
- Request a Service:** A button.

A 'Client Booking Form' label is overlaid on the right side of the image.

- KPIs
 - Numbers of operational or technical issues
 - Time lost in conferences due to operational or technical issues: currently around 1% (that we are aware of)
 - Turn-around time for recordings: currently 3.4 hours

- Metrics
 - Videoconference hours (teaching VS meetings)
 - Support calls
 - Recording hours (teaching VS meetings)
 - Centrally booked/managed conferences (IT) versus user-managed (ad-hoc) conferences
 - Videoconferences versus audio-only conferences
 - Desktop conferences

Service Continuity & “Backup Plans”

- MCU issues:
 - 2 x MCUs in different data centres
 - Conferences can be created directly on Tandberg unit (some limitations on bandwidth, # of participants)

- Tandberg endpoint failure
 - Local spare (Rockhampton campus)

- Tandberg recording server failure
 - 2 x TCSs in different data centres

The screenshot shows a web browser window displaying the 'Recording Management Database' interface. The browser's address bar shows a URL from 'http://onmmb.cqu.edu.au'. The page has a header with 'Recording Schedule' in the navigation bar and 'Recording Management Database' in a large black box. Below the header, there's a 'Home' button and a 'Production Owner View' dropdown menu set to 'ITD'. A message box says 'Action Processed.'.

Today's Schedule

Monitoring...

Episode	Title	Presenter	Record Start	End	Production Class	Status Changed By	Status
	FABIE Faculty Assembly 230610	Sandra Weedon	16:00	17:00	ISL Recording	CLARKEDS	Recording

[Export CSV](#)

Next Working Day Schedule

Episode	Title	Presenter	Record Start	Record End	Production Class	Status	Status Last Ch
	BMED19006 Term 2 2010 Lecture #	William Aspden	07-JUL-10 14:00	16:00	VAL Recording	Scheduled	BURTENSR
	ITD Staff Forum 240610	Sarah Byrne	24-JUN-10 11:00	12:30	ISL Recording	Scheduled	BURTENSR
	Confirmation Seminar - Sadia Khan	Aileen Spalding	24-JUN-10 12:30	14:00	ISL Recording	Scheduled	MCLEODA1

[Export CSV](#)

- Comm's and Ed Tech team - part of the Infrastructure grouping
- Teaching Technology Support team
 - Reports to Service Centre manager
 - Part of overall Service Centre
 - Rotation of staff between IT Service Desk team and Teaching Technology Support team
 - Based in Rockhampton
 - Remote-site support over the phone/via video
 - In-person remote-site support provided by local IT officers (when available)