



AARNet Copyright 2008	
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	▪ NVCS Enhancements
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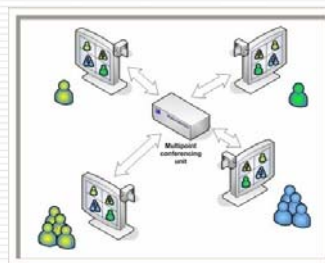
National Video Conferencing Service

AARNet offer a value added service to our customers that includes access to

- ✓ A dedicated tech support team
- ✓ Independent Consulting services
- ✓ Audio & Video Conference bridge services, with streaming support
- ✓ Online booking System (for the audio/video conference service)
- ✓ H.323/IP video conferencing rooms at AARNet offices
- ✓ Streaming and Content Delivery platforms
- ✓ Video conference management
- ✓ Project groups support
- ✓ Community support
- ✓ Important news from national and international workshops and conferences

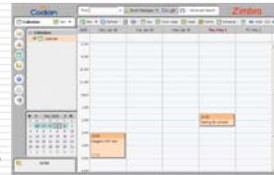
Available now - Bridging Services

- ✓ Simple '**teleconference calls**' (audio conferencing via PSTN direct in-dial, ISDN gateway or mixing ISDN/IP calls)
- ✓ Support for **H.323/IP videoconferencing** [standard definition & high definition (to 720p @ 30fps)]
- ✓ Support for **H.320/ISDN videoconferencing** via an ISDN Gateway
 - ✓ Currently supports dial in only
 - ✓ project underway looking at ISDN outbound dial



Available now – Online booking system

- ✓ Introduced web-based 'CMP' system for conference booking
 - ✓ <http://www.nvcs.edu.au> – Guide page for registration, FAQs
 - ✓ <http://cmp.nvcs.edu.au> – Main booking site for login/actioning
- ✓ All *.edu.au addresses have availability to register and use, others on request (depends on eligibility)
- ✓ Support services for AARNet bridges, and external MCUs



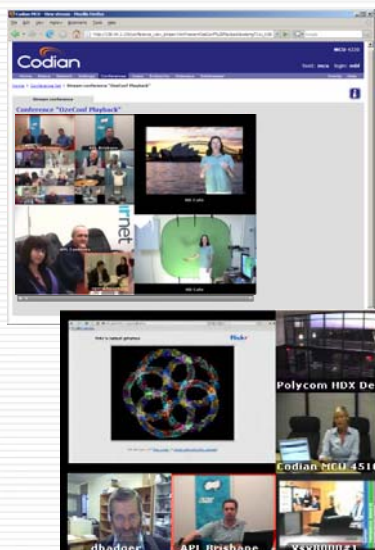
Available now - Recording

- ✓ Recording of video conferences (MPEG format)
- ✓ Currently AARNet have been using a Codian IPVCR that is integrated with CMP booking system (available for all users)
- ✓ Recordings stored for retrieval by requesting user (time limited)
- ✓ Working on developing authentication against CMP username/password for automatic control of recordings by subdomain



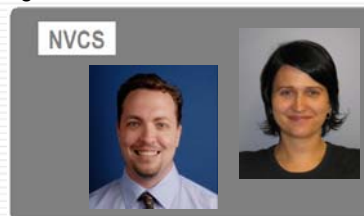
Available now - Streaming & Content Delivery

- ✓ **Real Time Streaming** out of audio and video for participants who wish to view the conference from a web browser (Windows Media Player and Quicktime)
- ✓ **H.239 (People and Content/DualVideo)** for presenting content such as PowerPoint slides to others in the conference call
- ✓ **Input of real time desktop screen sharing sessions using VNC** (Virtual Network Computing)



Available now - Dedicated Support

- ✓ Dedicated web page, blog and wiki
- ✓ Ad-hoc support available for getting started and basic technical difficulties, further consultation/support available through user-pays model
- ✓ Actively trialing a number of video conferencing products, feedback to sector, esp for HD products.
- ✓ Providing useful technical information to vendors and customers to improve quality, usability.



HOW OFTEN YOU LOOKS LIKE THAT ?

Our priority is ...
... to take the stress out of
video and audio conferences...



- **CALL US !**
We'll give you a hand...



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NVCS Service Enhancements

- ✓ **Promotion** – visiting Universities to present NVCS capability plan, marketing materials and one-on-one consultations.
- ✓ **Mobile Rack** - deploy secure, mobile rack with AV conferencing equipment for demos at road shows and other events.
- ✓ **Recording** – CMP integrated conference recording
- ✓ **Content on demand** - streaming media automatically transcoded from conference



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Quality Assurance Program

Aims

- Automate CMP booked VC sessions with known good endpoint configurations
- Allows QA sites to be registered in MCU for dial out service
- Further CAVE engagement to document frequently collaborating institutions to have open access to set up calls between each other

How it works

Schedule time for tests with NVCS to test

- Access to/from bridging services and system capabilities
- Quality of Audio, Video and Data sharing
- Environmental aspects – room lighting, size & audio etc.
- QA test renewal date flagged by booking system to account for changes
- Sites should inform of changes to hardware/software, configuration, etc as this may impact on usability, QA becomes good test process.

LIVING WITH QA IN PLACE

**JUST RELAX
AND WAIT FOR
AUTOMATIC
CALL ***

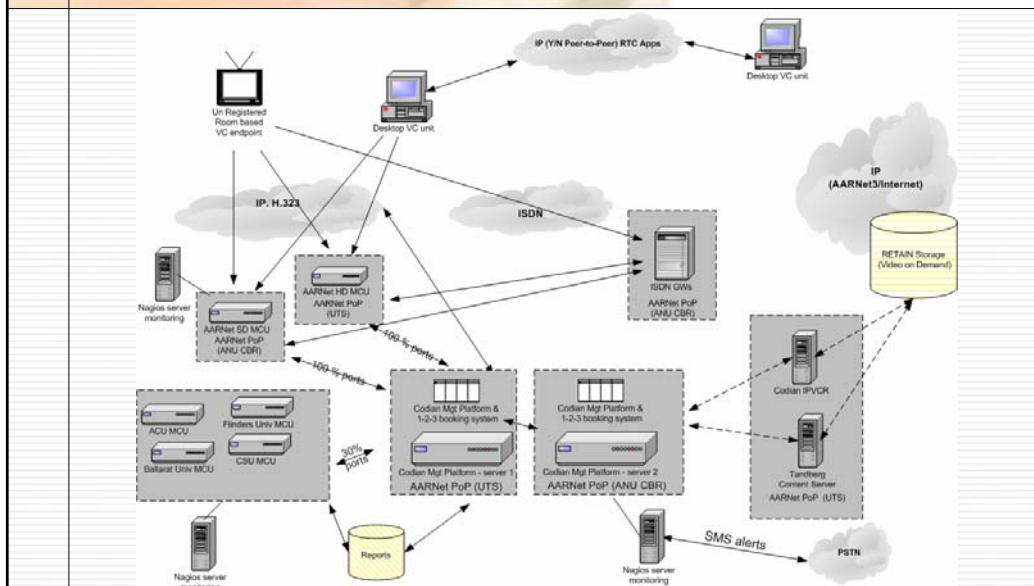
***DON'T FORGET TO SWITCH ON
THE SYSTEM ☺**



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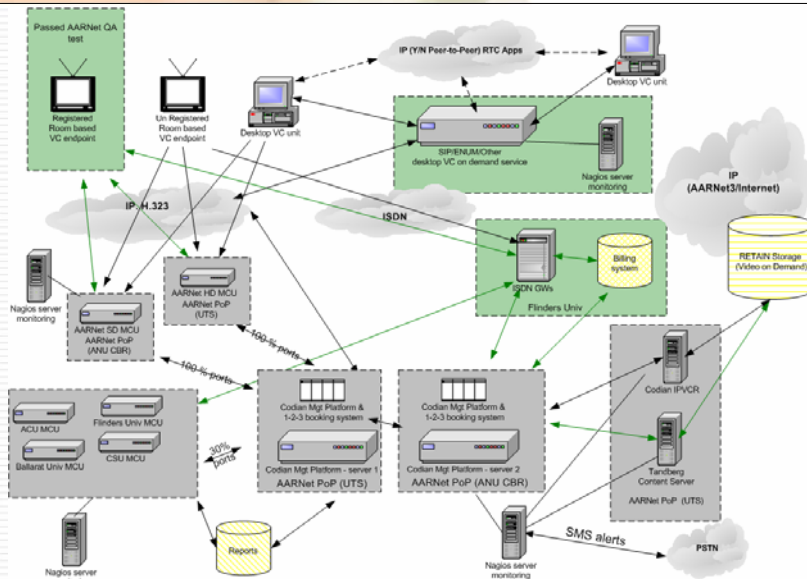
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Service – current architecture



Short to mid term future architecture

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Video Conferencing Events Management

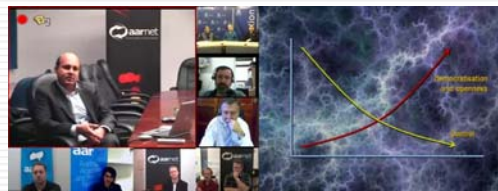
- ✓ Providing information about facilities available within a sector
- ✓ Multi-site testing and rooms booking
- ✓ Conference bridging and monitoring
- ✓ Providing recording, live streaming and playback
- ✓ Mobile Rack available to use at remote locations

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- ➔ ▪ **OzeConferences and Roadshow2008** ➔

The Ozeconference Story

- ✓ OzeConferences came about as a forum to encourage uptake of RTC Video/VoIP
- ✓ Allows 'guest speakers' to feature a topic of interest to the sector and present online
- ✓ Web streamed live as well as recorded for later playback
- ✓ Step change has occurred in event mgmt and expanded to cover a wider range of topics



"Internet Industry Association Update" presented by Peter Coroneos (28th May 2008)



"Video Room Design Essentials" presented by Ulrich Schwenn (19th May 2008)

Ozeconference Management

- ✓ Better data collection via pre registration survey to account for endpoint differences
- ✓ "Front door" welcome slide and in-person greeting by MCU operator to avoid any noise distraction by participants joining after conference has commenced
- ✓ Regular PR through site visits and demonstrating best practice , raising awareness in a sector
- ✓ Inclusion of back channel chat capabilities through widget on website
- ✓ Focusing on finding the right audience

RTC road show 2008

“ It's all about information”



The Road Show will provide attendees with:

- information on current VoIP, Video Conferencing/Streaming, Instant Messaging and Presence technologies;
- a chance to influence AARNet's direction in the delivery of new applications and services;
- a chance to engage with AARNet staff on issues that matter to YOU

RTC road show 2008 (cont.)

The Road show will take place as follows:

- ✓ **11th Sept 2008** for WESTERN AUSTRALIA
at CSIRO - ARRC, Perth, WA
- ✓ **16th Sept 2008** for SOUTH AUSTRALIA
at Flinders University, Adelaide, SA
- ✓ **18th Sept 2008** for VICTORIA & TASMANIA
at Monash University, Melbourne, VIC
- ✓ **23th Sept 2008** for NEW SOUTH WALES & AUSTRALIAN
CAPITAL TERRITORY at University of Sydney, Sydney,
NSW
- ✓ **25th Sept 2008** QUEENSLAND & NORTHERN TERRITORY
at Griffith University, Brisbane, QLD



Summary

AARNet provides

- ✓ booking & bridging service, with streaming support
- ✓ dedicated tech support service – NVCS
- ✓ automated recording facility for bridging services
- ✓ events management and support
- ✓ OzeConferences and Roadshows

AARNet is building on that to deliver

- ✓ QA program
- ✓ Automated recovery of recorded conferences
- ✓ Content Delivery Infrastructure

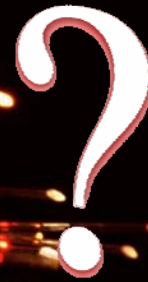
AARNet is involved in all of these areas and more!

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AARNet lounge @ QuestNet2008



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Thank you – QUESTIONS ?