

# **Strategic Plan for Video Conferencing (2008-2011)**

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## ***Mission***

Provide support for video conferencing operations at the laboratory, including direction and assistance, to enable communication using conference room and desktop collaboration technologies.

## ***Vision***

By 2011 the components of collaboration technology may be significantly different than those of 2007. The need for Fermilab conference rooms with collaboration capabilities will continue to rise but the inclusion of personal collaboration devices will increase dramatically. Methods of multipoint collaboration will converge for users to communicate by wired or wireless internet, POTS telephone, cell phone, Voice over IP (VoIP), computer applications, Instant Messaging (IM), or other devices. Bandwidth requirements will increase to support not only the number of users and their equipment but High Definition (HD) video and data. Services for bridging multiple sites and endpoints will be required and are likely to be widely dispersed throughout the world, necessitating the use of standards-based products for interoperability.

## ***Stakeholders***

The stakeholders for video conferencing operations and support include on- and off-site Fermilab collaborators.

## ***Goals and Objectives***

The goal for video conferencing is to facilitate reliable user-friendly communication with Fermilab's global collaborators. To obtain this goal video conferencing, or collaboration, is comprised of operational, room appointment and desktop, infrastructure, technology investigations objectives.

- Operational objectives includes management, monitoring and metrics of conference room video systems
- Conference room appointments – assist and facilitate appointment and upgrade of video conference rooms
- Video conference infrastructure – ensure support infrastructure for quality video conferencing RCWG & workshop efforts, VRVS
- Video Conference Investigations – Track, evaluate and deploy advanced video conference technology
- Video Conferencing Desktops – provide consulting & assistance in deployment of desktop and personal video conference technology

## ***Strategies***

Proposed strategies for meeting these goals are:

- Implement automated monitoring of room-based video systems for metrics
- Utilize subcontractor resources for conference room appointment and upgrades to existing video conference facilities.
- Provide sample desktops and personal devices equipped with a/v and video conference capabilities.
- Produce an investigative test-bed for collaboration and multimedia technologies.

## ***Resource Needs***

Materials such as video conference codecs, desktop and laptop computers and servers will be necessary to accomplish the described goals. Personnel to test, oversee room appointment projects and provide back up support for video conferencing operations are needed.

## ***Additional Information***

If the current video collaboration service providers, ESnet ECS and EVO/VRVS, are not supported or further developed the need for replacement services will arise. The services could be provided by external subcontractors or subcontracted services or implemented on-site. If the latter, equipment and personnel resources will be required to operate and maintain the necessary infrastructure such as gatekeeper, multipoint control unit or other.