Strategic Plan for Video Conferencing (2009-2012)

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Mission

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

Vision

By 2012, the components of collaboration technology will be significantly different than those of 2009. The need for Fermilab conference rooms with collaboration capabilities will continue to increase, as will the inclusion and use of personal collaboration devices. 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 Fermilab personnel at all levels of the organization, as well as 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.
The objectives for FY09 are:

- Management, monitoring and metrics of conference room video systems
- Assist and facilitate appointment and upgrade of video conference rooms
- Ensure support infrastructure for quality video conferencing through efforts of the ESnet Task Force Remote Collaboration Working Group (RCWG), and server support for Enabling Virtual Organizations (EVO)
- Track, evaluate and deploy advanced video conference technology
- Provide consulting and assistance in deployment of desktop and personal video conference technology

Strategies

Proposed strategies for meeting these goals are as follows:
- 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, are not supported or further developed, the need for replacement services will arise. These services could be provided by external subcontractors, 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.