

The background of the slide features a dark field with numerous fiber optic cables. The ends of these cables are illuminated, creating a series of bright, out-of-focus circular bokeh lights in various colors including red, orange, yellow, green, and blue. The cables themselves are thin and dark, extending from the bottom left towards the top right.

Notes from the Real Time Communications Road Show 2008

Griffith University
Brisbane, QLD – 25 Sept 2008





Unified Communications (inc desktop VC) 1

Does your institution have a strategy for UC?

- **Southern Cross University** – There is no strategy, however everyone would like to see UC development . There is no working group or any plans for UC development especially VC desktop solution.
- **Australian Catholic University** – has VC and IM solution implemented and supported
- **James Cook University** - There is no strategy and no direction has been determined
- **University of Wollongong** - using Polycom PVX as desktop client,
- **University of Queensland (IMB)** - looking at implementing some of the UC elements and video should be just one of the components – it is not necessarily the most important form of UC. They noticed increase of situations when they need to provide support to staff members/students working from home (more frequent support for home-based end-users). In this case there are new problems to cover like home broadband connection issues etc. They would like to see relatively simple (skype-like) and low-cost solution that can be used by everyone.

Unified Communications (inc desktop VC) 2

- **QLD Govt Dept of Education, Training & Arts** are providing online courses and lecture frequently and the approach is to treat presentation (slides or desktop sharing), voice and accessibility with the highest priority . They are using simple , low-cost, solutions with NetMeeting (presentation, IM, whiteboard) & telephone (audio) to provide training. It can be run on every PC/laptop and does not require any additional software to be installed as NetMeeting is part of Windows system. They providing what people want, including interactive collaboration, usually between 5-6 sites. More sophisticated forms of UC are too expensive and it introduces more problems (e.g. firewalls blocking access etc) when you want to add video to the lecture.

Does your institution have 2 separate teams (IT and AV) that support VC ?

- The most common approach within universities is to merge the AV people with the IT group.
- However there are still a few institution that have 2 separate teams to cover those areas.



Unified Communications (inc desktop VC) 3

What should be an outcome from VC desktop group ?

- Review and recommendations on standards
- Comparisons on functionality for technology
- Recommendations for integration of different solutions and protocols

Summary

- Everyone wants to have solution in place but only few institutions have strategy for UC
- Preferable solution should be easy and at low-cost (Skype-like)
- It will take time for lecturers to familiarize with the technology and provide effective trainings/lecture with confidence
- It is difficult to choose an appropriate solution as there is a variety of applications and clients on the market that use different technologies and protocols.



Points of interest in high quality video & streaming media breakout group 1

Specific institution feedback

- **Charles Darwin University** - have issues in getting users to start on time and are introducing staff training for greater confidence in using the technology. Lecture capture is via TMS, there are also looking at options to work with schools.
- **Southern Cross University** – Recording lecture material via Mediasite (initially), there are issues when supporting MAC users, they also have requests for ‘live’ streaming.
- **Queensland University of Technology** – using Mediasite and investing in endpoints. Also working on a network development program
- **Griffith University** – venue support for video conferencing is key, how to create unified communications including voip is an issue.
- **University of Southern Queensland** – corporate infrastructure includes mediasite, adobe connect and archived video.



Points of interest in high quality video & streaming media breakout group 2

- How to manage user capability with ease of use solutions to avoid bad experiences? End user consultation is key, new technologies are adding to complexity.
- Technology awareness can be distracting from the goal to deliver services.
- There a mix of views on drivers for the technology coming from either staff or students
- Video capture is an extension of older audio and slides capture of lectures.
- Its always hard to gather user feedback, this is also the case for AARNet in gathering feedback from customers when developing services. A survey may not work, however sharing experiences regularly may be better,
- One university uses Blackboard to manage their content
- A unified communications approach is needed to avoid multiple “continual” service roll outs
- Some are pausing recordings of lectures to avoid copyright issues with certain slides but this then increases the training and responsibility on the lecturer and/or time for staff to edit and transcode the recording.
- Vhs recording is going out of the window
- Some staff or public paid to go as students to lectures to check copyright breaches by lecturers



Summary from the day

- NVCS continues and will expand, aim to make video just work with a platform to support beyond H.323 bridges, and to make recording video simple and easy to do.
 - **Working towards ISDN Pilot once Flinders complete their e2e proof of concept**
 - **HD Assessment report to be published soon**
 - **NVCS QA happening soon, please contact us for help, advice, feedback**
- We will continue to capture talks and stream and record live at various bandwidth and frame rates for conferences, we are also making eduroam available where we can.
- VoIP on.net and changes to Gatekeeper services are underway
- Thanks to Steve Junor and the University of Sydney for hosting the event
- Do let us know what we can do next year across 2 days especially a hands on component.
- Would you like to host next year?
- Thanks to my (A&S) team for their talks and making VC on the road a success, and to the keynote speakers

