

CENIC End User Group
May 14, 2004
Audio Conference Meeting Notes

Attendees: Lou Albert, Mike Arnold, Kim Dorsey, Phil Howard, Howard Laurence, Jeff Layne, Catherine McKenzie, John Parker, [Alan Phillips](#), Kelly Stack and Patrick Thompson

Not available for the meeting: David Barnett, Wayne Clement, Todd Finnell, David Phelps and John Rolon

The End User Group (EUG) was welcomed by the chair.

The chair reviewed the mission of the group which is to represent the views of end users related to two-way videoconferencing who use the CENIC network. The EUG reports to the CENIC Oversight Committee and is responsible for gathering information and making recommendations to the Oversight Committee. It is uncertain how long EUG will exist once the initial groundwork has been completed and recommendations have been implemented.

Item 1 - Interim solution for viewing scheduled conferences

The group discussed the first item on the agenda "Interim solution for viewing scheduled conferences". We reviewed what CENIC oversight committee had discussed. We decided to determine what data elements are needed and the design of the display page. CENIC will then determine how they can best provide the information the end users need.

Patrick Thompson and Phil Howard will work together to determine which data elements to include and the design of the page. This will be shared with EUG for review and submission to CENIC. Due by June 3

Item 2 - Creating an FAQ for videoconference administrators

EUG needs to create a FAQ for videoconference administrators. The entire group will provide the questions and answers. Patrick Thompson will setup an environment where everyone will be able to add items under specific headings. Patrick will provide the access details. Possible topics include IP, Quality of Service, firewall, ISDN, transition, MCU, scheduling, policies and procedures etc. The help desk would be a good source of FAQ questions and Kelly agreed to involve staff at the help desk. This will be an on-going effort.

If Patrick is unable to setup a sharable environment, Alan Phillips will create one in the Imperial COE open Learning Management System.

Item 3 - Find long term videoconference scheduling solution

The videoconference scheduling system purchased for the new network is not viable. For more details refer to the April 16 CENIC Oversight Committee minutes. We need to start from scratch determining evaluation criteria continuing through implementation.

The Group discussed the advantages of requesting that CENIC modify the old 4CNet scheduling software. All agreed the scheduling software Dave Reese created was/is superior to anything available on the market.

Catherine McKenzie and David Phelps will review the original RFP specifications for the scheduling software and provide the proposed specs to the EUG by June 4.

When EUG gets to the point of weighing the options, we may create a matrix to evaluate the options in creating or purchasing scheduling software.

Item 4 - Collecting and maintaining contact information for Network Engineers, Video Operations Technicians and Videoconference Administrators

Each education segment needs to maintain their site information. This group may need to recommend a database with standard fields so CENIC and the new scheduling software can pull information from the databases.

County Schools Offices, Community College,
<http://misweb.cccco.edu/esed/video/video.cfm> , CSU,
<http://www.csu.net/video/VCLIST.HTM> , UC,
<http://www.ucop.edu/irc/services/docs/televcc.pdf>

Item 5 - Two-way Video Policies and Procedures

Kelly Stack, John Parker, Lou Albert, Jeff Layne, Howard Laurence will review the policies and procedures (<http://www.csu.net/video/guideline.html>) and returned the edited document to the EUG. CENIC has been using the old 4CNet policies and procedures.

Item 6 – Communication

Each education segment should communicate with their end users.