Videoconferencing Services (VCS) Overview

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**VCS Components**

**Endpoints** - encompass the VC unit, cameras, microphones, display monitors and other associated components. Some endpoints have a basic level of bridging. Includes carts and fixed room equipment, phones/tablets/desktops/laptops.

**Bridging** – when VC needs to be automated, scheduled or when multiple points must be connected seamlessly, a VC bridge is required. Bridges can be located at a UI site or can be cloud based. **CURRENT: Scopia**

**Scheduling** – significant personnel time, and a tracking system, is required to schedule the many different conferences and locations. **CURRENT: Scopia**

**Support and training** – session setup, technology troubleshooting, maintenance/patching. **CURRENT: ITS, Department personnel**

**Solution design** – each VC room will have different requirements, and experienced personnel (UI or contractors) are required to design an appropriate solution. **CURRENT: ITS or Outsource**

**Session capture** - recording and playback of VC sessions. **CURRENT: Scopia**
VCS Overview - Bridged Services

- Student(s)
- Participant(s)
- Instructor
- Room
- Room
- Room

Bridge (on premise or cloud based)

Session Capture

Content Server (on premise or cloud)

- BBLEarn
- YouTube
- iTunesU
- Websites
VCS Overview - Other Methods

Consumer Cloud Service

- Participant 1
- Participant 2
- ... (omitted)
- Participant n
- Cloud Service

Endpoint Bridging

- UI Room
- UI Room
- Participant
- UI Network
- UI Room With Endpoint Bridging

Point to Point

- UI Room
- UI Network
- UI Room

All have advantages, shortfalls and limitations depending on use
Growing Expectations
History of VCS at UI

2000 - 2014

• No permanent organizational home and limited central funding
  – Cost recovery and direct unit support, no funding for backend functions
• Sporadic department funding, primarily to replace endpoints and upgrade classrooms/conference rooms
• Dispersed room ownership and use
• Failure to maintain endpoints led to crashes and hacks
• Multiple proposals to improve VCS were not funded

2014

• ITS shut down central bridging, scheduling services
• ITS closes aging classrooms (but CALS renovates Ag 104)
• Provost and ITS provide limited funds to support bridging
  – Statewide committee selects Scopia
• ITS supports carts for a fee, departments support their own rooms
Current Situation

- Scopia has not proven reliable
- Cart use is too resource-intensive to continue
- Some units are unable to maintain equipment
- Demand is growing, more rooms being built
- Scheduling is challenging
Current Usage

- Different methods = hard to calculate
  - Scopia, point-to-point, end point bridging, Skype, WebEx, Collaborate, etc.

- In 2016, **Scopia** was used for
  - 1487 meetings, 2146 hours
  - Unknown number of session recordings
  - Problems limited use by Law, CALS
  - Balance of classes and meetings
Budget Request for FY 2018

• 3 centrally-scheduled classrooms
• Improved cloud-based bridging/session capture
• Personnel: scheduler, tech support
• Hardware maintenance UI-wide

• Total: $300k one-time, $375k ongoing
Possible Short Term Steps

• Replace Scopia (in process)
• Limited scheduling assistance
• Improved sharing of VCS-equipped rooms
Questions?