



# Recommendations on real-time group communication and collaboration services

Survey and study by  
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## Goals – to find out:

- What is available for group communication
- How it could be used for supporting trans-European groups
- How the existing services (offered by NRENs) could be (re)used



# Content

- Starting points and target user profile
- Overview of available systems
  - Systems to consider
  - Overview of features
  - Systems in development
- Deciding what system to use
- Available services from NRENs
- Recommendations and conclusions



# Starting points and target user profile

- Starting points
  - High bandwidth expected
  - Support to standards and interoperable systems
- User profile:
  - Researchers and employees of NRENs
  - Don't mind installing and trying new software
  - Very experienced email and application users
  - Can be also other user groups: educators, students – maybe have to look at more user friendly solutions
- User environment
  - Up to date PCs (can be different Operating Systems)
  - Familiar with microphones, webcams, etc.



# Overview of available systems: Systems to consider

- H.323 and SIP – signaling protocols
- VRVS
- AccessGrid
- Web based integrated suites:
  - Click to Meet
  - Breeze
- Application based integrated suites:
  - Marratech
- Commercial services
- Phone/PSTN conferences
- Data and application sharing
  - Netmeeting



# Overview of available systems

- About each system:
  - High level overview
  - Requirements
  - Platform support
  - User friendliness
  - Interoperability
  - Security
  - Document and application sharing support
- Overview of features
- Systems in development – guesses about future



## Deciding what system to use

- Overview of different kind of meetings with requirements
- Preparing the decision
- Feature checklist
- Decision tree
- Recommendations on system to use



## Available services from NRENs

- Survey and interview with 15 NRENs
- Wide support for TERENA recognized groups
- In some cases support for any group
- Mostly MCU, gatekeeper
- Sometimes other type of services – SIP, chat, IM, Breeze



## Recommendations and conclusions

- Recommendations for TERENA TC
- 2nd version with recommendations for the community
- Seperate webspaces – wiki?
  - Information about resources, policies, URLs



## How it could be useful for Schools?

- Report will be published
- Will promote existing resources and services
- Maybe they could be in wider use by promoting them to schools?