



Present: Russell Nelson – UKERNA (chair) **[RN]**, Anne Balic - RESTENA, Lajos Balint - NIIF/Hungarnet, Linda Greve Bendixen - UNI•C / Forskningsnett, María Bolado – RedIRIS, Vanessa Camilleri - Computing Services Centre University of Malta **[VC]**, Veerle Custers – BELNET, Carol de Groot – TERENA **[CKG]**, M. Alessandra De Nicola – GARR, Marta Dias – FCCN **[MD]**, Roland Eugster – SWITCH, Christian Gijtenbeek **[CG]** – TERENA. Robert Haymon-Collins – JISC, Kai Hoelzner – DFN, Ruth Kirkman – DANTE **[RK]**, Gabriela Krcmarova – CESNET, Zbyszek Krzewinski - PSNC- PIONIER, Gitte Julin Kudsk - UNI•C, Forskningsnett, Nada Mijatovic – AMRES, Christian Panigl – AConet, Elise Roders – SURFnet, Goran Skvarc – CARNet, Rose Turner – HEAnet, Bert van Pinxteren **[BP]**, TERENA, Simon Watts – DANTE **[SW]**

Apologised: Kim Cunningham -DANTE, Hara Mpimpa -GRNET S.A., Tomi Dolenc – ARNES, Rachael Beale – DANTE **[RB]**, Gerti Foest – DFN, Dimitra Kotsokali- GRNET, Maria Ristkok – EENet, Helga Spitaler - DANTE

(Initials after a name in bold **[XX]** indicate an action item. Please don't stop reading – there are several important **[ACTION: ALL]** items.)

The meeting was co-located with a GN2-PR meeting that began on 31 January at noon. The first part of the meeting on 1 February was a joint session with GN2-PR, with an agenda planned to include presentations of mutual interest to the two activities, GN2-PR and TF-PR.

Linda Greve Bendixen, UNI•C spoke about “How to Brand an Optical Network” followed by Simon Watts, DANTE who outlined “What’s Going On in IP and Point-to-Point”. The presentations are included in the TF-PR ‘presentations’ page for your convenience.

The TF-PR meeting started after the morning coffee break with a welcome by Gabriela and an introduction round. The group welcomed Christian Panigl AConet who has replaced Werner Koblitz as the PR representative for AConet.

1.Update and Discussion on Deliverables

The two-year mandate of TF-PR is due for renewal in September and the task force will prepare a new ToR document at the meeting in May during TNC 2007 in Lyngby, to be submitted to the TERENA Executive Committee at its September meeting.

A. Workshops

The chairman asked for suggestions to be sent to him for future workshops.

The task force discussed and agreed that a workshop on online events management and in house handling of payments would be useful. TERENA has been successfully doing this for two year and will arrange for a presentation at the next TF-PR meeting. This should be at a more technical level, for webmasters and may be taken up as a task of the proposed webmasters' sub-group of TF-PR. [ACTION **CKG, CG**]

Databases were discussed once again and it was agreed that this is an urgent priority for a workshop. [ACTION **RN**]

In Deliverable B, Simon has promised to present on HOW TO – produce DVDs at the next meeting and prepare a HOW TO SHEET.

Wikis

It was discussed at length and decided to drop the effort to use wikis for internal discussion. Elise offered that the Breeze setup hosted by SURFnet is still available if we need it but has not been used by the group. Instead, we will return to the second email list of active task force members to exchange information and carry out discussion. [ACTION – **CKG**]– list is pr-work@terena.org and the list of people subscribed follows as APPENDIX 1 – please check for your name and the name of your webmaster. [ACTION **ALL**]

B. HOW TO Sheets

Seven new HOW TO SHEETS were presented to the task force. These can be found on the TF-PR website and provide excellent guidelines for going about our daily tasks. (www.terena.org/activities/tfXXXXXX).

Outstanding are HOW TO SHEETS on HOW TO –produce videos (and why). Simon promised this in Lyngby. He will present on HOW TO –produce DVDs at the next meeting and prepare a HOW TO SHEET. [ACTION **SW**]

There was a suggestion to circulate the document prepared by Claudio Allocchio after TNC 2006 about how GARR carried out the live stream and archiving from Catania. This will also be included on the TF-PR website on the HOW TO page. [ACTION **CKG**]. The document is appended to these minutes – APPENDIX 2

Ruth has promised a HOW TO Sheet on HOW TO – plan and carry out user surveys. [ACTION **RK**]

Roland was asked to do a HOW to sheet on creating a Communication Plan for an NREN based on his presentation later in the meeting. [ACTION: **RE**]

C. FAQ

We have killed this one earlier. People are using other resources to find information on the Internet.

D. PeaR News Wire

Future discussions on PeaR should be around making different categories in PeaR for different audiences. This was available earlier but volume was too low.

Carol stressed that TF members should put news items up in their own language to encourage more and faster publication. Only a short abstract in English is needed and the secretariat is willing and able to help with these as necessary.

There is still a problem to run PeaR as an RSS feed on content managed websites. Any assistance and guidance here will be appreciated.

There is a need to get some data on hits on PeaR. **[ACTION CKG,CG]**

The reminder on Thursday is useful and EVERYONE promised to do better with postings (try to be at least to be as good as GRNET about posting news items!).

E. Glossary

Some updated the listings in their assigned alphabet letters, while some didn't. The availability of other sources as overtaken this deliverable and it will be killed.

Elise suggested that it is worthwhile to check regularly on the Wikipedia listings for your own NREN, activities and projects to make sure it is up-to-date and that the information has not been overwritten with incorrect information. She warned that journalists often use it for background information. **[ACTION – ALL – ongoing]**

F. PR Compendium

The members agreed that this publication is useful and should be continued. We will ask Rachael to host the questionnaire again this year. Russell will circulate the last questionnaire for suggestions for new questions and changes and the new questionnaire will be sent out mid-March. The draft version will be prepared by Russell and Carol and circulated via the working email list. The final version will be available for the meeting in Lyngby. **[ACTION: RN, CKG, RB]**

G. Printed Publications

The objective of this deliverable was to find published information done by the NRENs that would be of interest to the community as a whole and have TERENA re-publish it.

This has been tried many times without success as the work is usually too country-specific and having the text re-worked has not been possible. It was decided that the work is out-of-scope for the task force and the deliverable will be killed.

H. Private Members Website

Everyone needs to add their personal information to the site. **[ACTION ALL]** It will be used to publish information for discussion and uploads will be announced on the email list – pr-work@terena.org.

Most important is that we need a volunteer to take over the supervision and maintenance of this private members area. Volunteers welcome. **[ACTION: ALL]**

2 - New Terms of Reference

New Terms of Reference for 2007 – 2009 will be discussed and finalised at the meeting in Lyngby. Under discussion are:

- * The End Users sub-group will be discontinued. A final report is still outstanding **[ACTION – ER, DANTE]**

- * Discuss with TF VSS the possibility of creating an events calendar similar to PeaR where everyone from the task force and possibly others in the NRENs can post future streaming events. This could be divided into categories of event. It would also include links to existing portals and would also include links to archived material. The objective is to create an easily accessible one-stop-shop where everyone in the community can find information about events and everyone can post events simply using a web interface like PeaR.

Carol will follow this up with the TERENA secretariat technical staff and eventually with the task forces involved. **[ACTION: CKG]**

- * Possible further work on communication concepts – take it further than a HOW TO sheet. Suggestions for further work from all are needed. **[ACTION: ALL]**.

We need to try to find out how best to present this idea to the General Assembly. It was suggested that we try to arrange to have Roland make his presentation to the GA in Lyngby but this is not going to be possible as there is no time in the agenda. This could possibly be arranged in their fall meeting. **[ACTION CKG]**

Perhaps there is a way to start with this process in an NREN without the big, overall plan. We need a leader for this deliverable (perhaps someone like Roland).

- * Videoconferencing techniques/streaming events. We made a good start with the presentation by Michal Krsek (below) and we have the document from TNC 2006 in the HOW TO section. This subject is of interest for TF-PR in the context of event management. We need a leader for this deliverable (someone like Vanessa, for example).

- * organising and running of conferences, workshops and meetings.

*Websites/webmasters sub-group. The NREN websites should be an example to their communities and should be built and maintained with the highest standards. The sub-group would be more technically oriented (webmasters) and would undertake activities to achieve this objective. The deliverable will need a leader (like, for example, Rachael). Everyone should check the mailing list pr-work@terean.org in the appendix and give me the name and email of their webmaster if he/she is not on this list. They should also discuss this sub-group with that person so that they will know why they are receiving TF-PR mail. [**ACTION ALL**].

* Databases – This subject is interesting to almost everyone. We need a deliverable on this issue to arrange for workshops and discussions to assist everyone in tackling this problem in the NRENs. We need a volunteer to lead this deliverable.

* Round Table – this was launched at this meeting in Prague and turned out to be even more successful than anticipated. Members are encouraged to give brief presentation of an activity they are working on or have done in their NREN. We heard from new and different people and it became very clear that members are learning things at the task force that they are using in their daily work, getting ideas from each other and using them, and asking for help from another member when they run into a new challenge that they don't know how to deal with. It is hope that if Russell steps down as chair of the task force, that he will continue to organise this deliverable.

* continuing – workshops, PeaR, HOW TO, private members website, PR Compendium

3. – Workshop

“Video conferencing technologies” - Michal Krsek, CESNET

Michal gave an interesting and enlightening presentation, offering his 8 years experience in organising videoconferencing events so that we won't all “repeat his mistakes”.

The presentation is published on the TF-PAR website in the section “Workshops and Presentations.”

He outlined and biggest areas of challenge and stressed that it is most important to anticipate potential problems and TEST EVERYTHING.

ZB questioned if hotspots offer adequate bandwidth and Michal suggested that it is important to find out what they are actually delivering, and not rely on what they say they are delivering.

Kai questioned whether an NREN should provide this as a service and how much can be charged. Michal said that CESNET does not have the manpower to provide it as a service but can only give technical and organisations advice. He estimated that they could charge about 500 euro per day to stream events over the NREN network. There was further discussion about whether NRENs should provide a streaming service or should restrict their service to providing

the infrastructure. Michal suggested that the NREN should provide connectivity and the big, expensive streaming server and that the client should concentrate on buying a very good camcorder.

Elise mentioned the multicasting option but found that too few institutions have it and Michal added that it is harder to use because of security problems and firewalls.

Michal presented the mobile streaming kit that he has developed for CESNET. Everything he needs to go out for event is in one backpack and one travel bag, including all of the equipment and spare bits and pieces, and every conceivable adaptor, converter and plug, etc. that he could possibly need.

4. Official Welcome and Presentation about CESNET

Prof. Jan Gruntorád, CEO of CESNET welcomed the Task Force and gave a presentation on CESNET. The presentation is available on the TF-PR website in the section "Workshops and Presentations".

The group then attended a very special ceremony in the mina hall of Karolinium as guests of CESNET to witness the granting of an honorary doctorate to a prominent Swiss researcher.

5. Round Table

The following members submitted topics for the meeting. Due to time constraints, several have been re-scheduled for the following meeting.

- * Communication Concept (Roland)
- * 20th Anniversary (Marta)
- * Why produce a DVD? (Veerle)
- * Services – measuring and monitoring (Anne)
- Press – the shallow end (Nada)
- Attracting International Delegates (Goran)
- Routers for free? (Maria)
- * Trans-national events (Zbyszek and Kai)

* Roland Eugster, SWITCH - Communication Concept

Roland presented SWITCH's plan to address internal and external communication, a plan commissioned by management which is vital in order to get the necessary time and resources. At SWITCH, the process took from December 2005 until May 2006 with 5 full day workshops including 9 persons of the 'extended management. From the results of this process, he can now carry on the make a communication strategy for the NREN. The presentation is available from the TF-PR website.

* Marta Dias, FCCN, 20th Anniversary

Marta presented some of the activities that were planned to celebrate their 20th anniversary, including an interesting idea to celebrate the year, rather than just the day, so that many activities such as their conference could be included in the event. She reported that making the

DVD was difficult, mainly in writing the scripts and reaching the people in time that they wanted interviewed, but they are happy with the result and have had excellent feedback including press and television coverage.

She presented the brochure they made, with credits to Veerle of BELNET who inspired them to use a professional photographer. The final result was well-received by the task force and includes the DVD in the front and a folder as the back cover to include leaflets, depending on the event it is being used for or the group of people it is being sent to.

*** Veerle Custers, BELNET - 'Why Produce a DVD?'**

Veerle led an interesting discussion on 'Why Produce a DVD?' The simple answer is that management want it but she questioned how best to use it, how to distribute it and is it worthwhile.

Kai suggested that it is better to make it for a special event like an anniversary and we had heard that FCCN was successful with this. Elise mentioned that as with most corporate advertising/publications, it is hard to measure the return on the investment.

Rose advised to make it in parts like they did at HEAnet so that it can be updated relatively easily without making the whole thing over again. Russell supported this idea, saying that theirs was made in parts for various customer segments so that it became a series of short clips. This way, it is possible to show only the bits that are needed and target specific groups.

One of the best areas to target is the research community and this can be done quite easily by getting present customers to talk about and show how they are using the network. SURFnet uses their DVD by making it available from the

***Anne Balic, RESTENA – Services: Measuring and Monitoring**

Anne explained that the NREN coordinates and operates two services, a very high-speed network since 1989 and the domain service since 1992. The DNS service takes up about 60% of the time and resources of the administrative staff and 40% of the technical staff and they now aim to provide other services to their customers – all schools in the country, research centres, libraries hospitals and a great deal of the public administration in Luxembourg.

She questioned how best to provide helpdesk services as customers were demanding more than email/web support and a faq where they could find answers. Helpdesk support 24 hours is now being demanded by customers and it is becoming almost impossible to avoid - HEAnet provides a 24 hour service but has outsourced the helpdesk support for schools. PSNC has a 24 hour service as well as HUNGARNET, but incoming calls are outsourced so that NREN staff does not have to answer all of the calls. Russell and Ruth confirmed that you can never provide enough support and a good faq can help, but everyone agreed that the first requirement of a customer is to be able to talk to a person when they need help.

The task force was generously entertained by CESNET at U Fleku with a tour of the in house brewery and a typically Czech dinner.

Friday, 2 February

*** Zbyszek Krzewinski and Kai Hoelzner - Trans-national Events**

The round table session continued on Friday morning with a presentation by Zbyszek Krzewinski and Kai Hoelzner on the ceremony planned during the recent cross-border fibre connection between Poland and Germany.

The visualisation which was produced by Damien is available from the TF-PR website.

*** Russell Nelson - Promoting the Promoters**

After some lively discussion it was decided that the promotion of TF-PR should be the subject of a future workshop and something that we develop as a group.

6. Workshops

*** NREN Websites and Web Standards**

Christian Gijtenbeek gave a presentation on the new TERENA website and the importance of upgrading all of the NREN websites to the highest standards. They should be an example to the community and we should be promoting web standards.

The presentation is available on the TF-PR website and work on this topic will be a deliverable in the new ToR to be sent to the TEC for their September meeting.

This special group will also tackle the database issue. Russell presented challenges of integrating database systems which was interesting for all as this is an ongoing issue.

*** Presenting Effectively**

Vanessa Camilleri and Carol de Groot gave presentations which are available on the TF-PR website. Vanessa spoke about how to present effectively and Carol's talk was about how to make effective slides.

The two presentations will form the basis of a resource that will be available to all to offer to speakers at our conferences, meetings and workshops. The slide presentation on how to make effective slides and a video of the edited version of Vanessa's presentation will be available from a web page that will include links to other useful resources.

The participants were divided into 4 groups to practise the techniques that had been presented by preparing a short 'slide' show and talk on an assigned subject. The spontaneous creativity was very impressive.

7. AOB

Next meetings

It was agreed that the fall meetings of TF-PR/ GN2-PR will be in Lisbon on 26 27 28 September. Marta will be sending us information about hotels very soon as we will have to book well in advance. **[ACTION MD]**

The TF-PR meeting at TNC will take place on Sunday 20 May before the conference and will start at 10:30. We have the possibility to continue until 17:00 and we will draft the ToR for the next two years of the task force. **[ACTION RN and CKG]**

Topology Maps of the NREN Networks

These are available from the TERENA Compendium and Bert will look into making them all available from one page. so that people don't have to go to the country pages individually. **[ACTION BP]**

APPENDIX 1

This is the list of people currently on the new email list pr-work@terena.org. The purpose of this list is to publish or announce documents about ongoing work for discussion among the active members of the task force.

It is important that your webmaster and the person responsible for you database(s) is on this list and that they be advised about our new deliverable to work on 1/ web standards and making our websites an example to the community and 2/ creating databases that fill our requirements.

Please let me know the names and email addresses of anyone in your NREN that should be added to this list.

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APPENDIX 2

This document was prepared by Claudio Allocchio of GARR for UNI•C to assist in the pre-planning for the streaming of TNC 2007. It outlines the activities of the GARR Netcast Team to stream four of the parallel tracks of the TERENA Networking Conference 2006 from Catania in Sicily. The team was operating far from their home base and had 22 people available onsite to carry out this work.

Several presentations that were made remotely and broadcast in the lecture room at the conference as well as streamed live for the remote audience.

The material was transferred to the TERENA Secretariat where it was indexed and made available as an archive in two qualities.

Along with the material from the presentation made by Michal Krek, this should form a useful basis for future work by the task force on this subject.

from Claudio

For TNC2006 in Catania we used our internal resources, which are the GARR-NETCAST team, with its own specific equipment.

We had to stream 4 parallel sessions at a time, and we decided to have 2 meeting rooms with 2 video cameras (one for the slides, one for the speaker), and the 2 large rooms with 3 cameras and 5 cameras respectively, in different positions in the room, some of them with remote pan/tilt/zoom control, some with an operator behind them. We also had one "director" in each of the 4 rooms, controlling the camera via his/her director's audio/video console. As the event lasted nearly a week, nearly 8 hours a day, we had to rotate people doing the job, as you cannot work efficiently more than 4 hours at a time. The total number of people involved into the streaming was thus 26 for 5 days (including the GARRO6 conference which ran after the TNC06 was over). Here are some details about staffing:

in each of the 2 smaller rooms:

- 2 directors (half a day each)
- 2 camera operators (half a day each)
- 1 streaming console operator

in the medium size room:

- 2 directors (half a day each)
- 5 camera operators (about half a day each)
- 1 streaming console operator

in the large size room:

- 2 directors (half a day each)
- 7 camera operators (about half a day each)
- 4 streaming console operators (as we streamed in 4 formats: Real, WindowsMedia, QuickTime and MPEG4)

plus myself helping coordinating the team together with 2 of the directors.

From the above you can easily compute the manpower used, given that even if people were rotating in the tasks, they were anyhow available also when not running a specific role, as support to the others.

For the equipment, the team has its own, and its own spare one, too; when moving delicate equipment it CAN break, and indeed one High Definition video camera arrived damaged in Catania, and one part of the equipment was delivered 1 day late, and needed to be replaced by the spare ones.

I can give make your techies in touch with mine for fine details, but in summary:

12 video cameras (4 Sony HDV/DV Cam HVR-Z1E-S, 4 Sony DSR-PD150P and 4 other midrange camcoders with remote control)

4 director audio/video consoles;

4 audio mixers;

N professional senhaiser microphones;

more than 1km of video coax cables, and an unestimated larger amount of audio cables;

4 DV recorder.

7 streaming encoders (4 WindowsMedia, 1 Real, 1 Quicktime, 1 MPEG4)

The streaming servers were NOT located in Catania, but spread among GARR and TERENA:

1 WindowsMedia streaming server in TERENA

1 WindowsMedia streaming server in Bologna CINECA

1 Real streaming server in Bologna CNAF

1 Real streaming server in Bologna University

1 QuickTime streaming server in Roma, CNR

1 MPEG4 streaming server in Pisa, CNR

Each of the 7 streams was available at double speed: 128K and 512K, with different resolution (unicast), but clients were connecting to the server NOT in Catania, but as listed above.

Network requirements: the LAN for the streaming encoders as a dedicated VLAN, with dedicated outgoing bandwidth from the conference site to the GARR backbone, in order not to mix with the other conference traffic.

... yes, to do a streaming "in house" you need a lot of resources, but as we have quite a large number of events to stream for GARR customers, they're never on "holiday" all year round, also because they do the post production of events, to make the video recordings available, too.