GN3 eduCONF current status - open issues

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I need to setup a VC meeting!

What is the IP address?

Is the system on?

Will it work?

Can you make a phone call to see if there is someone there? What is the number?

It isn’t working. Have you tested with the remote site?

Can you see me?

Can you see my powerpoint?

It is connected, but there is no picture!

Is there a VC system there?
Videoconference has problems!

- It is estimated that **30%** of the call fail on “first attempt”
- IP’s are difficult to dial
- GDS numbers aren’t much easier (phone like, over 14 digits)
- Thousands of terminals in European academia
  - no one knows where they are!
  - If can be used and how can be booked.
- Sometimes it just fails! Why? Can we prevent it?
- When it works, sometimes:
  - Poor video quality (network, light, room)
  - Poor audio quality (network, light, room)
eduCONF

Service

Addressing
Directory

Reliability
Monitoring

Value
Certification

Quality
The GOAL

Improve user experience to VC users
Set of tools and best practices that will mitigate videoconference problems.

<table>
<thead>
<tr>
<th>Problem</th>
<th>Technical Solution</th>
<th>User Viewpoint</th>
</tr>
</thead>
<tbody>
<tr>
<td>Addressing (IP, GDS, …)</td>
<td>eDDi – eduCONF Direct Dialling</td>
<td>Very small, simplified, easy to dial, phone like numbers</td>
</tr>
<tr>
<td>Where are the terminals? How can I book it?</td>
<td>Centralized directory</td>
<td>Web based directory (and lots of other things!)</td>
</tr>
<tr>
<td>Some times it just fails, can we prevent it?</td>
<td>Certification Procedure of rooms and services. Recurrent room monitoring.</td>
<td>It just works!</td>
</tr>
</tbody>
</table>
eduCONF Directory

Goal:
- To provide a central place for NRENs and their national level users to register and search VC systems

Benefits:
- NRENs
- NREN Managers
- Institutions
- VC Managers
- Users

Target:
- NREN Managers
- VC Managers
- Users

- Remote terminals are easier to find
- Complete information about the site (map, address, contacts, capabilities, …)
- Map based search
- City based search
- Institution based search
- Search filters:
  - Number of seats
  - Capabilities (data sharing, DVD, …)
- (much more)
Goal:
- To apply a certification workflow to VC NREN services.

Benefits:
- NRENs
- NREN Managers
- Institutions
- VC Managers
- Users

Target:
- NREN Managers
- NREN VC Managers

- More visibility of NREN VC services
- Less cost on maintaining and supporting services
- Detailed usage information
- Central support for VC systems
- Better tools
- Streamline room certification
eduCONF Room Certification

Goal:
- To apply a certification workflow to VC Rooms.

Benefits:
- NRENs
- NREN Managers
- Institutions
- VC Managers
- Users

Target:
- NREN VC Managers
- Room VC Managers
- Users

- More usage and control over the VC network.
- More visibility of VC Room (directory)
- Standard configuration
- Certification “stamp” of the room
- User has guarantees of quality
eduCONF Directory

- Multiple user level access
  - General public
  - Registered User
  - Room Manager
  - NREN Manager
  - eduCONF Manager

- Room Search
  - City
  - Institution
  - Room Features

- Integrated
  - Certification Services
  - Monitoring Service
eduCONF Certification Procedures

NREN VC Services Certification
- IP Network
- Addressing
- H323 Services
- Information

VC Room Certification
- IP Network
- Room Quality
- Information to the user
eduCONF Certification Benefits

- Global Addressing Integration
- Tools for management
  - Terminal Directory
  - Diagnose Tools
  - Role on national VC network
- VC room Support towards room certification
- Monitoring Service
- Usage statistics
eduCONF Certification Benefits

- Greater visibility to VC Rooms
- Less user support
- Technical compatibility
- Less failures
- Monitoring
- Diagnose tools
- "eduCONF Certificate"

- Overall Quality
- More usage
- Greater ROI
DEMO!
eduCONF Certification Governance

VC Manager (room)  VC Manager (NREN)  eduCONF Manager (GN3)

connect • communicate • collaborate
NREN Role

Certification Program
- eduCONF Team

NREN Certification
- NREN VC Services

Room Certification
- Room Managers
- Room Managers
- Room Managers
Duties and Roles

**eduCONF Team**
- Manages Certification Program
- Certifies NREN VC Services
- Support NREN maintaining VC Services certified

**NREN VC Manager**
- Manages NREN VC Service
- Implement Certification Requirements
- Support local VC Room Certification

**VC Room Manager**
- Manages VC Room
- Implement Certification Requirements
- Support local VC Room Users
## NREN Certification Levels

<table>
<thead>
<tr>
<th>Certification Level</th>
<th>Simple Description</th>
<th>Technical Description</th>
</tr>
</thead>
</table>
| Standard            | Core Infrastructure    | • GKs with GDS enabled  
                    | • GKs allow IP dialing  
                    | • Tech Support  
                    | • Technical Contacts  
                    | • GDS Test numbers  
                    | • VC service published on the WEB (native language)  
                    | • At least one Standard Room certified                  |
| Silver              | Infrastructure Supporter | • VC service published on the WEB (english)  
                    | • GK service published on the WEB  
                    | • At least one Silver Room certified  
                    | • MCU service available |
| Gold                | IPv6 Infrastructure Supporter | • GK Monitoring Agent (check with Bart)  
                    | • GKs with eDDi enabled  
                    | • IPv6 enabled  
                    | • IPv6/IPv4 Proxy  
                    | • At least one Gold Room certified  
                    | • IPVCR service available  
                    | • FreeGK service available |

• Re-certification every year.
# Room Certification Levels

<table>
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<tr>
<th>Certification Level</th>
<th>Simple Description</th>
<th>Technical Description</th>
</tr>
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</table>
| **Standard**        | Can place and receive H.323 calls | - Can place calls to any destination (IPv4)  
- Can receive calls from any origin (IPv4)  
- Local tech support  
- Technical Information (brand, model, bandwidth, …)  
- Room information (layout, size, # of users, …)  
- Paper operation quick manual (local language)  
- Front/Back room pictures |
| **Silver**          | GDS Compliance     | - Can place calls to any destination (IPv4, GDS)  
- Can receive calls from any origin (IPv4, GDS)  
- Webpage of the room  
- Building picture  
- Extra Room information (working hours, description, pricing, …)  
- Paper operation quick manual (English) |
| **Gold**            | IPv6 & eDDi Compliance | - Can place calls to any destination (eDDi, IPv6)  
- Can receive calls from any origin (eDDi, IPv6)  
- All room pictures uploaded |

*Re-certification every year.*
NREN Certification Procedure

Step 1: Authentication
Step 2: Identification
Step 3: Information
Step 4: Automated Validation Procedure
Step 5: Certification Request
Step 6: Manual Validation
Step 7: Certificate Publishing
Requirements

- Videoconference Support Service
  - eduCONF Room Certification Service
- National Support
- Videoconference Service Webpage
  - GÉANT eduCONF Website
  - eduCONF Directory Service
  - eduCONF Monitoring Tool
- Certify One Room
- Gatekeeper Service (should)
## NREN VC Services

<table>
<thead>
<tr>
<th>Action</th>
<th>Expected effort</th>
</tr>
</thead>
<tbody>
<tr>
<td>Setup a Gatekeeper</td>
<td>1 week</td>
</tr>
<tr>
<td>• Addressing</td>
<td></td>
</tr>
<tr>
<td>• Monitoring</td>
<td></td>
</tr>
<tr>
<td>• Performance</td>
<td></td>
</tr>
<tr>
<td>Setup a Web page for the NREN VC Service</td>
<td>2 days</td>
</tr>
<tr>
<td>• NREN VC contacts</td>
<td></td>
</tr>
<tr>
<td>• Example room instructions</td>
<td></td>
</tr>
<tr>
<td>Setup a VC room</td>
<td>1 day</td>
</tr>
<tr>
<td>Apply for NREN VC Certification</td>
<td>1 day</td>
</tr>
</tbody>
</table>
Motivate VC Room Managers to submit room on website

When notified, schedule a date for a test session

Make the test session and evaluate:
  - Call Dialling
  - Call Receiving
  - Room Conditions

Submit the data on-line, as you go on the meeting.

Be strict on your evaluation, overall quality will only improve with strict evaluations.

Be friendly and helpful.
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<th>Action</th>
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<tr>
<td>Setup/update a national VC mailing list</td>
<td>1 day</td>
</tr>
<tr>
<td>Send an opening message to the mailing list:</td>
<td></td>
</tr>
<tr>
<td>• eduCONF Certification Program (Room Certification)</td>
<td></td>
</tr>
<tr>
<td>• eduCONF Directory</td>
<td></td>
</tr>
<tr>
<td>Schedule one meeting with each institution. (group, if many)</td>
<td>1 day</td>
</tr>
<tr>
<td>Meet with them by VC and talk about:</td>
<td></td>
</tr>
<tr>
<td>• eduCONF Certification Procedures</td>
<td>2 hour / meeting</td>
</tr>
<tr>
<td>• Benefits to Room Certification</td>
<td></td>
</tr>
<tr>
<td>• eduCONF Directory</td>
<td></td>
</tr>
<tr>
<td>Support Room Certification</td>
<td>30 minutes / room</td>
</tr>
<tr>
<td>Upon each room certification send an e-mail to the mailing list.</td>
<td>5 minutes / room</td>
</tr>
</tbody>
</table>
More information about eduCONF

- Gatekeeper Information
- Documentation being produced
- Support tools within the platform
- Webpresence and dissemination materials