

GN3 eduCONF current status - open issues

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Videoconference Typical Situation



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?

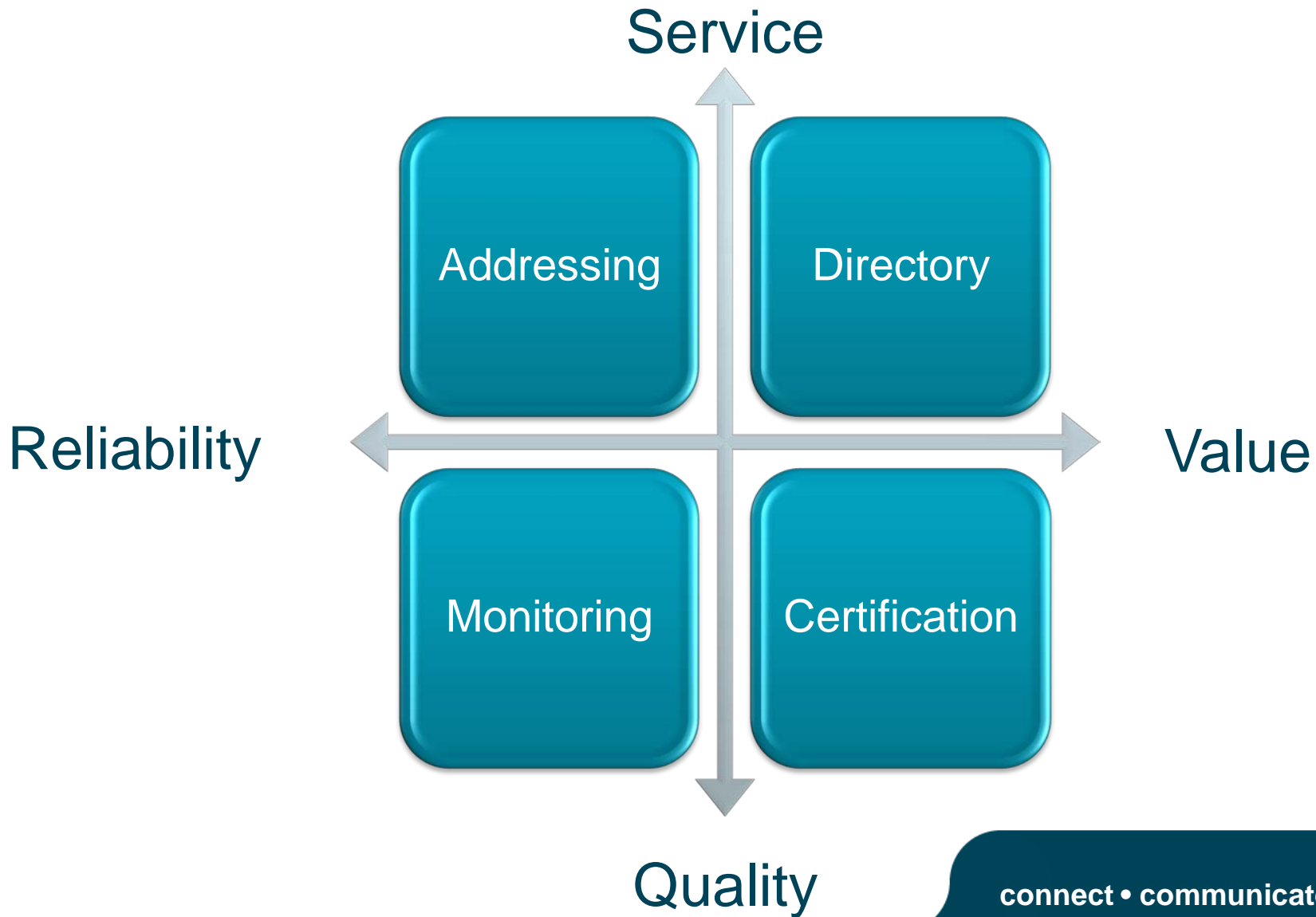
It is connected, but there is no picture!

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)



The GOAL



Improve user
experience to VC
users

- Set of tools and best practices that will mitigate videoconference problems.

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

- 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

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

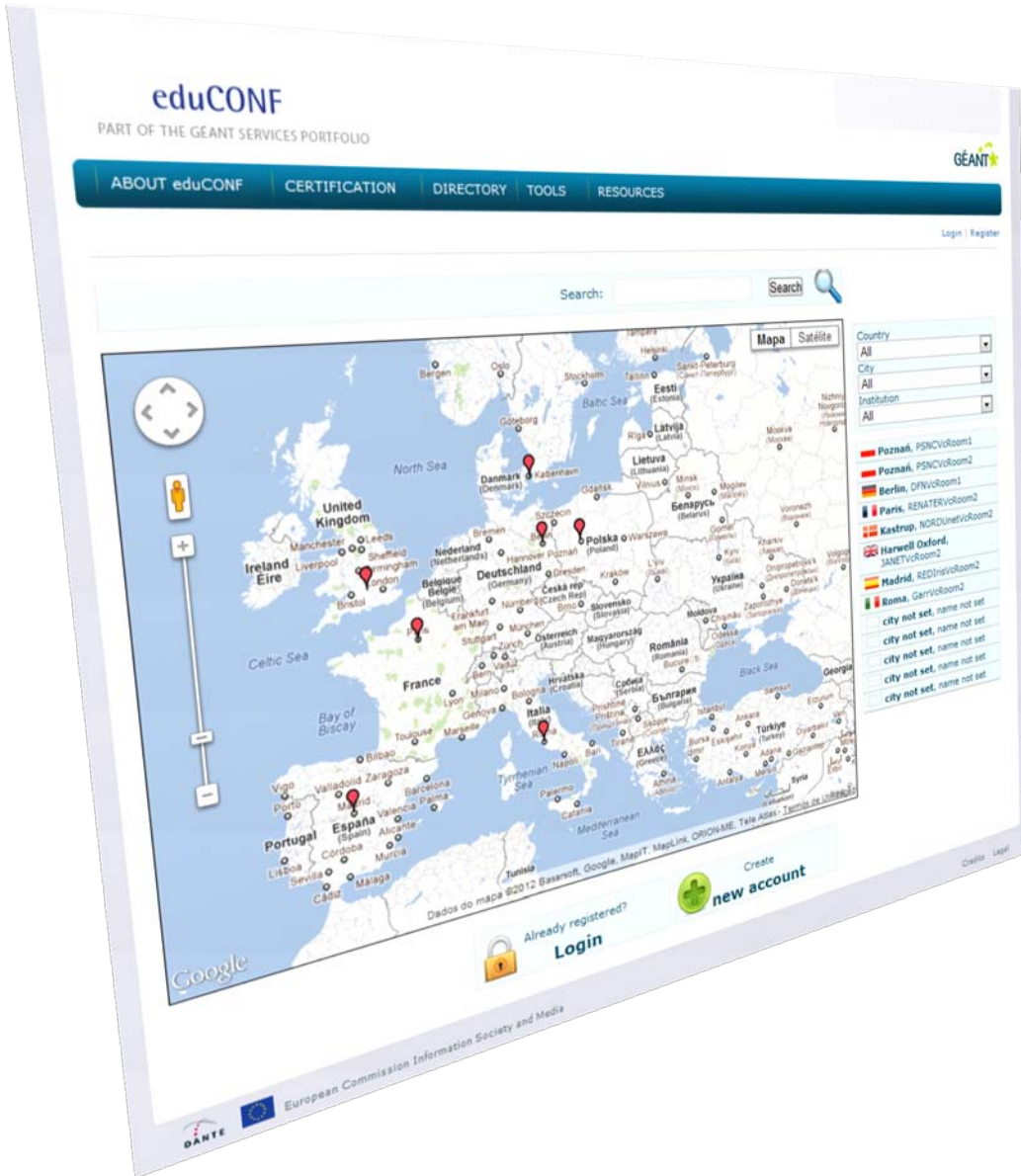
- Benefits:

- 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



- 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



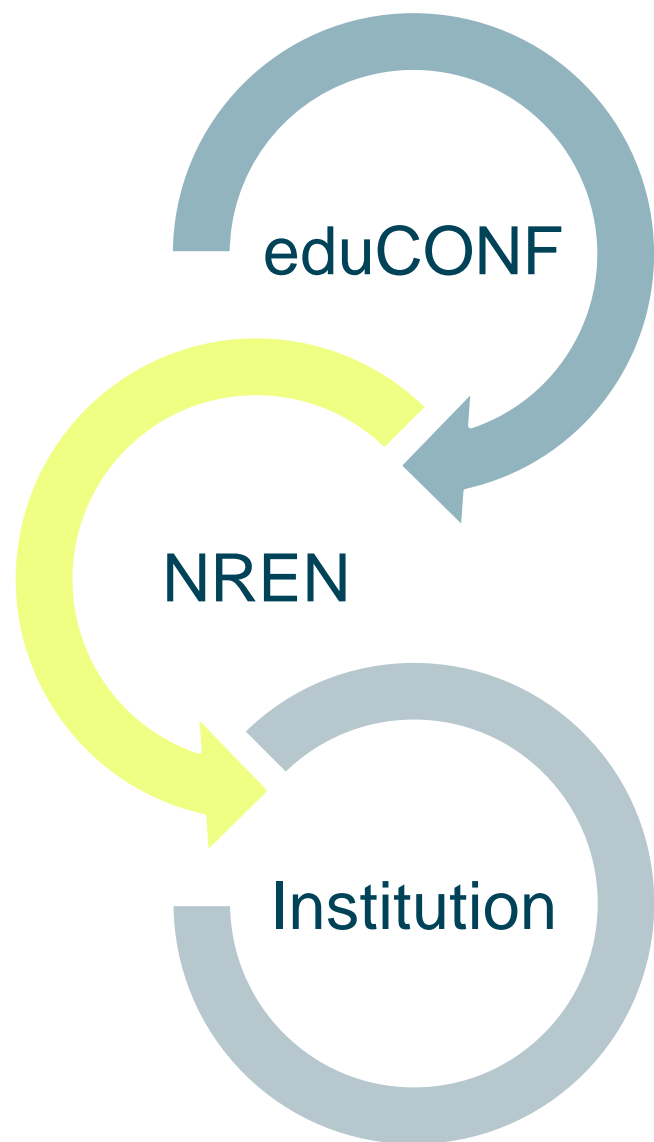
NREN VC Services Certification

- IP Network
- Addressing
- H323 Services
- Information

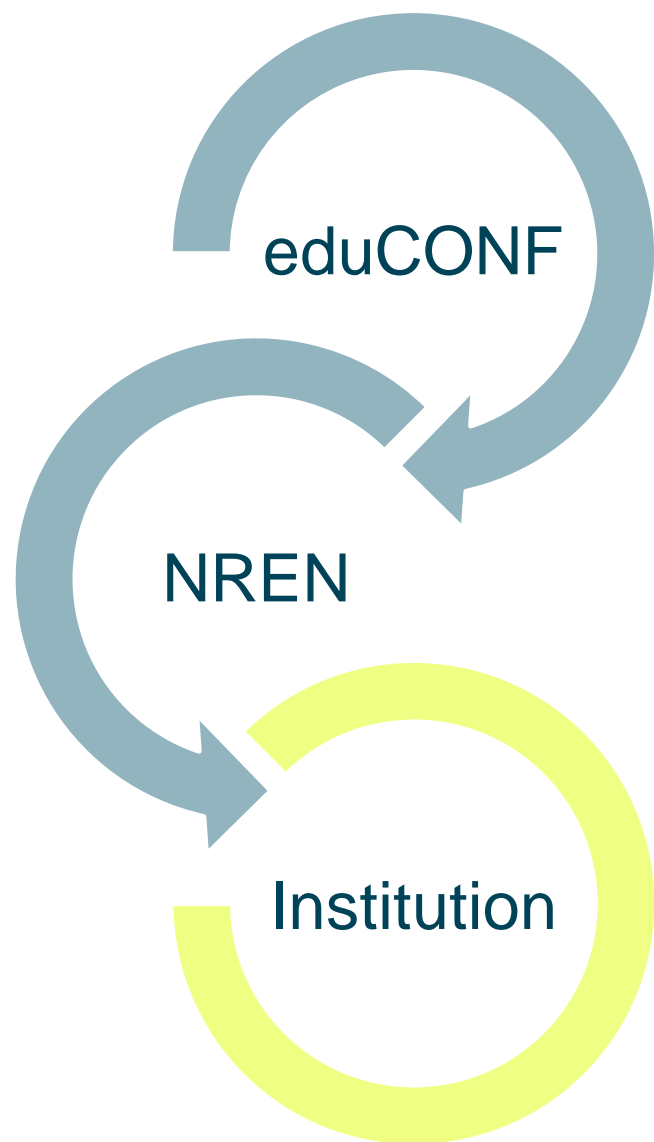


VC Room Certification

- IP Network
- Room Quality
- Information to the user



- 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**



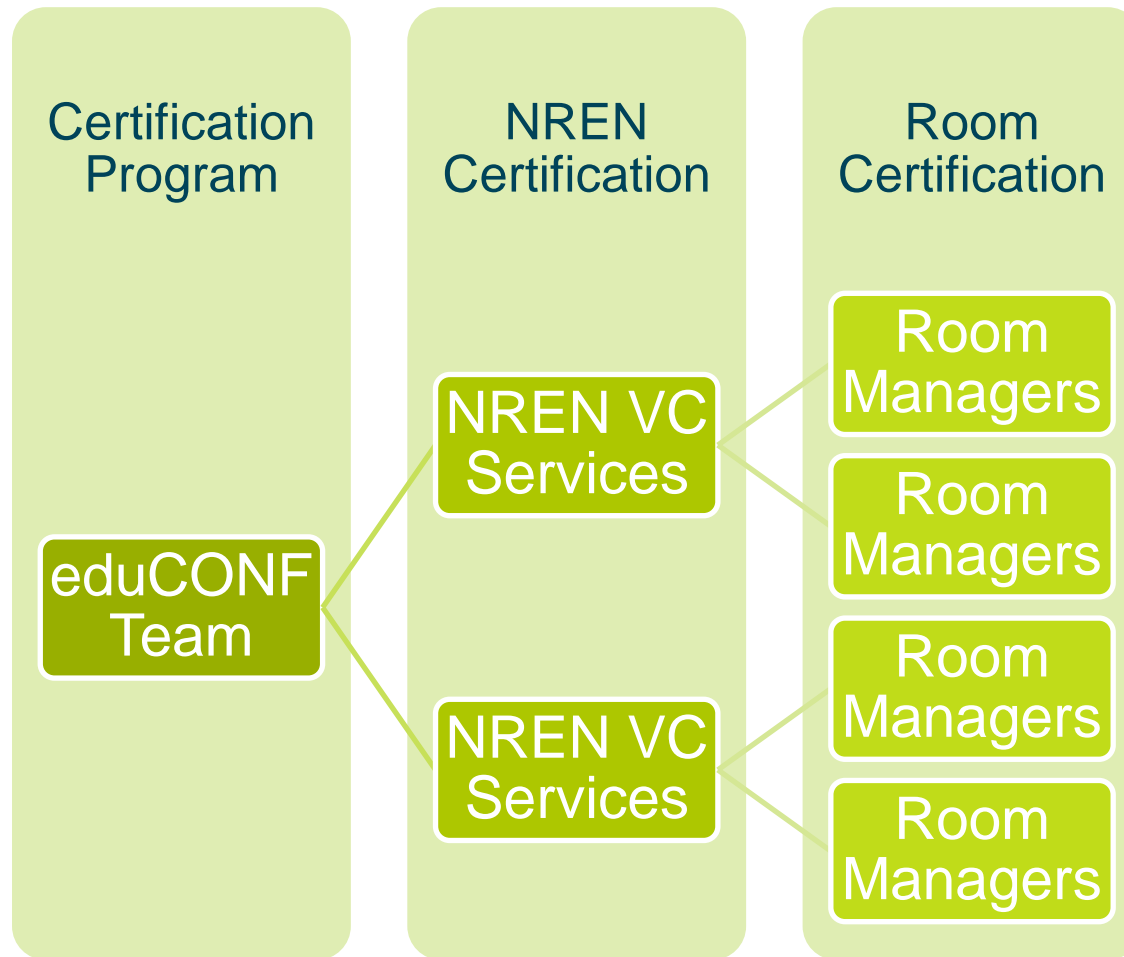
- Greater visibility to VC Rooms
- Less user support
- Technical compatibility
- Less failures
- Monitoring
- Diagnose tools
- “eduCONF Certificate”

- **Overall Quality**
- **More usage**
- **Greater ROI**

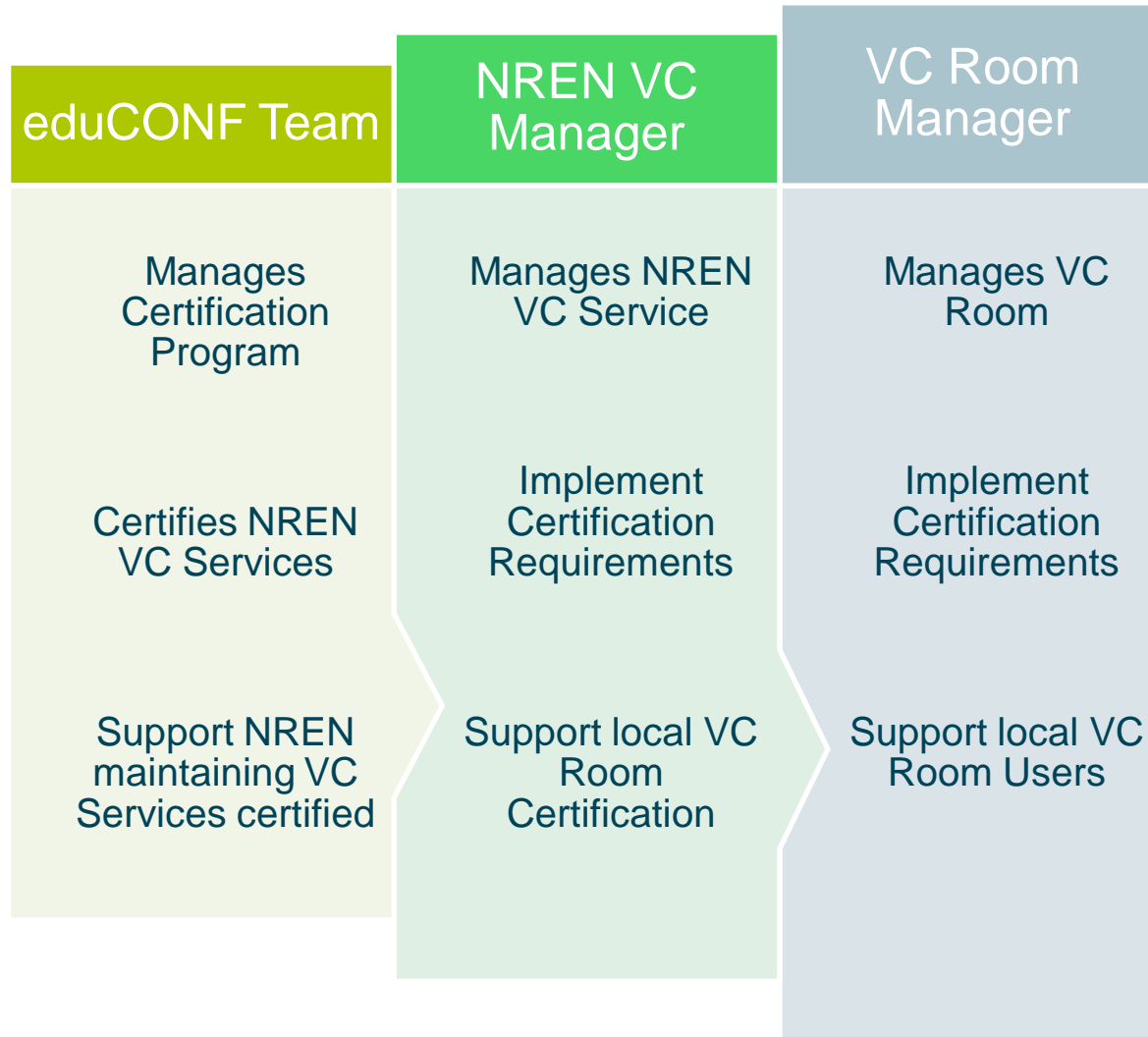


DEMO!





Duties and Roles



NREN Certification Levels



Certification Level	Simple Description	Technical Description
Standard	Core Infrastructure	<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• 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.

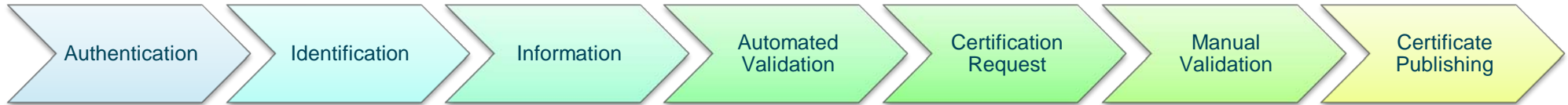
Room Certification Levels



Certification Level	Simple Description	Technical Description
Standard	Can place and receive H.323 calls	<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• 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

- **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)**

Action	Expected effort
Setup a Gatekeeper <ul style="list-style-type: none">• Addressing• Monitoring• Performance	1 week
Setup a Web page for the NREN VC Service <ul style="list-style-type: none">• NREN VC contacts• Example room instructions	2 days
Setup a VC room	1 day
Apply for NREN VC Certification	1 day

NREN Role withing Room Certification



- 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.

Supporting Room Certification



	Action	Expected effort
Once year	<i>Setup/update a national VC mailing list</i>	<i>1 day</i>
	<i>Send an opening message to the mailing list:</i> <ul style="list-style-type: none"> <i>eduCONF Certification Program (Room Certification)</i> <i>eduCONF Directory</i> 	<i>1 day</i>
	<i>Schedule one meeting with each institution. (group, if many)</i>	<i>1 day</i>
	<i>Meet with them by VC and talk about:</i> <ul style="list-style-type: none"> <i>eduCONF Certification Procedures</i> <i>Benefits to Room Certification</i> <i>eduCONF Directory</i> 	<i>2 hour / meeting</i>
Per Room	Support Room Certification	30 minutes / room
	Upon each room certification send an e-mail to the mailing list.	5 minutes / room

More information about eduCONF



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