

**CVS Oversight Committee Meeting**  
**October 5, 2006 1:00pm to 3:00pm Video/Teleconference**

**Attendees:**

For CCC:

Phil Howard, State Center CCD

Bob Quinn, CCC CO

For CSU:

Jeff Layne, CSU Chico

John Rolon, CSU CO

For CENIC:

Sherilyn Evans

Cassandra Patrizio

For UC:

Howard Laurence, UCSD

Mary Gibsen, UCSD

ABSENT:

Lou Albert, LACCD

Mike Arnold, Kern CCD

Dave Barnett, Santa Cruz COE

Jorge Mata, LACCD

Roger Parker, CSU Hayward

Mike Shannon, UCOP

Mike Van Norman, HPR-TAC and UCLA

Patrick Thompson, CSU Fresno

Kim Dorsey, UCOP

Jack Lemley, Butte CC

Alan Phillips, Imperial COE

Sherilyn Evans began by welcoming Cassandra Patrizio, the new CVS Coordinator at CENIC. Patrizio assumed this position on August 21, 2006, and comes to us from the CalREN community, having worked with students, predominantly in counseling and academic advisement at Cero Coso Community College, Chapman University, Arizona State University and CSU Long Beach.

**Scheduling Software Update**

Evans gave a brief overview of the current status of implementation of the CVS Scheduling Desk using Polycom's PCS Software. An announcement was sent out in early summer '06 regarding the rollout of the new CVS Scheduling Desk, which has been operational since June 1, 2006. One of the features of the CVS Scheduling Desk is an up-to-date list of all video administrators. The authorized videoconference administrators for each campus can make changes to their own

information and videoconference schedules as necessary. As this list grows, we expect we will be able to phase out the separate CSU Video Contact List provided by the CSUCO and the CCC Video Contact List provided by the CCC CO. Jeff Layne asked if CVS maintains a list of technical contacts, and Evans confirmed that CENIC keeps an up-to-date list of technical contacts for all campuses internally in the Network Operations Center.

### **CVS Website update**

Cassandra Patrizio gave an overview of recent changes to the CENIC Website specific to CVS. This new Website went live on October 1, 2006. The changes highlighted were:

The former online schedule is no longer available. As of June 1, 2006, when the new CVS Scheduling Desk went into production, the listing of scheduled videoconferences can only be viewed by logging into the CVS Scheduling Desk.

The Website link for Scheduling a Videoconference now provides information on the changes that have been implemented regarding videoconference scheduling. Instructions are given for obtaining an account for on-line training in use of the system, as well as for obtaining a CVS Scheduling Desk account. At the bottom of the page a link to the old online request form has been retained for those who have not yet obtained accounts for the CVS Scheduling Desk.

### **Migration to CVS Scheduling Desk**

Patrizio summarized the total number of user accounts created to-date for the CVS Scheduling Desk. (Please refer to the report sent to the committee on October 4, 2006 detailing this information). Bob Quinn asked if the automatic email confirmation feature had been implemented, and Patrizio confirmed that it is turned on. On campuses where spam filters are in place, the header created by the PCS software causes it to look like spam, so the confirmation email notes are rejected by the spam filter and never reach the videoconference administrator. A ticket has been opened with Polycom to discuss this.

Patrizio noted that only video administrators who have CVS Scheduling Desk accounts will receive the automated confirmation email notes when their resources are scheduled. Since the current procedure relies on the video administrators to request that CVS Scheduling Desk accounts be set up for them, there are a number of people who will not receive automated confirmations. It was suggested that accounts be created for the listed video administrators for each current CVS site to allow confirmation notices to be sent to someone at every CVS site. Patrizio agreed and will start with the CSU sites since their video contact list was updated as of September, 2006. She will work with Bob Quinn to get an up-to-date list of the CCC video admins and then will create those accounts as well. Patrizio will also contact Kim Dorsey for a list of UC video administrators.

## **CVS Policies and Procedures**

Everyone agreed that a new iteration of the Video End User subcommittee is in order. This group had begun to review CVS policies and procedures, and was charged with recommending revisions for consideration by the CVS Oversight Committee. Since this committee will focus on end user concerns, there is interest in a high level of participation from the user community.

Patrizio volunteered to participate on this committee and provide administrative support for this effort, and Jeff Layne volunteered to chair this committee once again. Bob Quinn, Howard Laurence and Mary Gibsen also volunteered to serve on the committee. Patrizio will identify the high volume users for both the CSU and CCC and forward their names to John Rolon and Bob Quinn respectively, who will extend invitations to these people to participate on the committee. Patrizio will contact Kim Dorsey at UCOP and David Barnett and Alan Phillips of K12 to request their assistance with identifying additional committee members.

Phil Howard asked what process should be used to obtain new features. For example, he would find the Auto Redial feature useful. It was agreed that this is one of the areas that the Video End User subcommittee will explore in order to provide recommendations to the CVS Oversight Committee.

## **Participation in CVS by other entities**

Evans began by summarizing the migration of UC campuses to CVS. A kick off meeting occurred in September, 2006, and UC campuses are expected to migrate to CVS fairly quickly since they have already been using H.323 for videoconferencing for several years at most campuses.

CENIC has also received a recent request to participate in CVS from a private college, the Art Center College of Design in Pasadena. This college is connected into CalREN through CalTech. The question was posed, do we want to allow outside, private educational institutions to use CVS? If so, how do we determine an appropriate fee? There was consensus that CVS participation should be encouraged throughout the CalREN community, as long as a fee structure is implemented. CENIC will draft a document on CVS membership for review and discussion by the CVS Oversight Committee. Since CVS budget issues are handled through agreements between CENIC, CCC CO, CSU CO, and UCOP, ultimate authority for setting CVS fees rests with these entities. However, the CVS Oversight Committee can and should provide recommendations to that group.

## **K-12 Video Update**

Evans gave an overview of K12video.org services. The K12video.org videoconference infrastructure is similar to CVS. K12HSN opted to setup a separate system because they see the videoconferencing needs of K12 as fundamentally different from the needs of higher education. We have a reciprocal agreement with K12 that allows CVS sites to sign up with K12video.org and allows K12 sites to sign up with CVS. We are also collaborating with

K12video.org to ensure interoperability between the two systems. A suggestion was made to include information on the CENIC Website about how to become a CVS participating site. Patrizio stated the steps for becoming a CVS participating site are documented internally and can be placed on the Website.

CENIC's DC-Technical Advisory Council has been working to develop recommendations for sites where Gatekeeper devices are not managed by CENIC. In conjunction with technical representatives from K12HSN, the DC-TAC has specified the following QoS limits for sites where local management of the Gatekeeper is required: maximum of 5Mbps of QoS traffic for DS-3 connected sites maximum of 10Mbps of QoS traffic for OC-3 connected sites, and maximum of 30Mbps of QoS traffic for 1Gb connected sites and/or sites with MCU's. CENIC is planning to work with Jeremy Powell of San Bernadino County Office of Education on testing the rate limiting design before putting this model into operational use.

### **New Services**

Evans noted that there has been increased interest in new services, such as streaming and archiving of videoconference feeds, as well as video on demand and high definition video. Everyone agreed that there is a big push towards these types of new services. CENIC will begin researching current products in these areas and will identify considerations related to deployment, such as cost, system design and maintenance, and support. CENIC will make presentations and/or invite suppliers to make presentations to the CVS Oversight Committee and Video End User subcommittee as appropriate.

### **Other Issues**

Patrizio opened the floor for discussion of issues not on the agenda. Not all of the committee members are familiar with the CVS Scheduling Desk videoconference scheduling software. It was decided that all committee members who were part of the beta testing should have accounts set up, and Patrizio will arrange this. Howard Laurence asked how QoS could/would be affected by adding guest participants not already CVS certified. Evans explained that UC sites, while not yet CVS certified, generally have more bandwidth, which is typically managed more rigorously, than CCC and CSU sites. Therefore, QoS is somewhat less critical for UC sites for videoconferencing. Of course, we will implement QoS for UC sites as they migrate to CVS, but we understand from UC representatives that participation in a cohesive videoconference infrastructure with the other segments, including the use of an integrated, centralized scheduling system, represent the more significant benefits.

### **Next Meeting**

Suggested meeting dates, preferably before the Thanksgiving holiday, for the next Oversight Committee meeting in November will be sent via email. The meeting date will be determined by committee member availability.