

# ESnet Collaboration Services Status

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# Topics



- ECS Coordinator: Roles and Responsibilities
- Audio/ web service status
- Video services status
- ECS business

# ECS Coordinator Primary Roles and Responsibilities



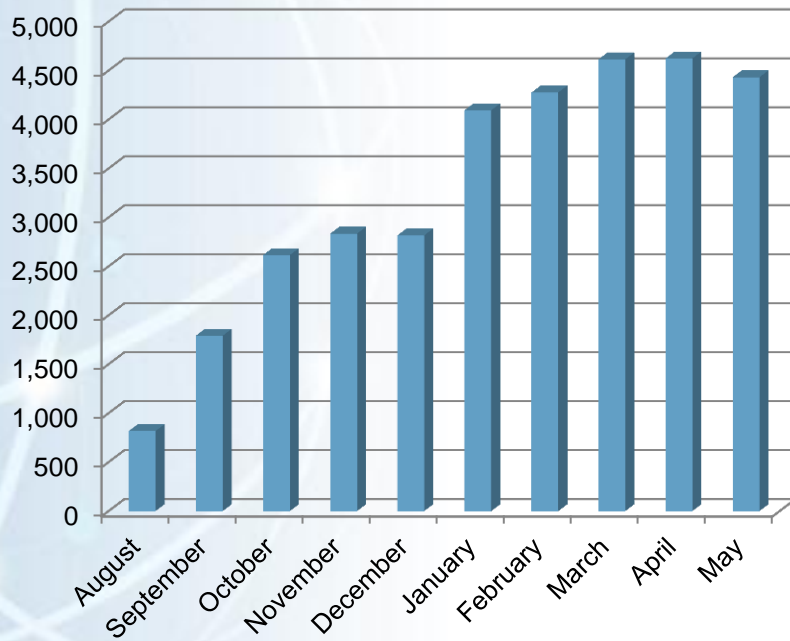
- Act as ESnet's liaison to the ECS user community
- Provide coordination and technical oversight to the video service provider.
- Provide coordination of audio bridging services, provided by ReadyTalk and administered by LBL IT.
- Lead an effort in extending existing collaboration services and provide overall coordination of deploying them



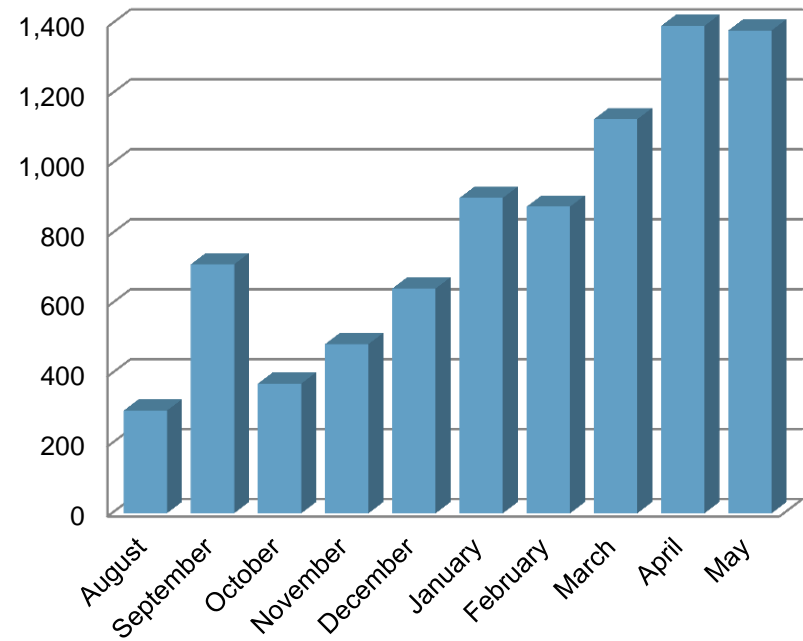
# ECS Audio Status



## ReadyTalk Audio Usage in hours



## ReadyTalk Web Usage in hours



# ECS Audio Service Status II



## ReadyTalk Instructional and Promotional materials now available

- “Introduction to ReadyTalk” slide deck
- One page promo sheet →
  - Send request to [sheila@es.net](mailto:sheila@es.net)



What is web collaboration?

- Web collaboration provides an organization with the capability to collaborate via the Internet in real time.
- Web collaboration is the back-end software or service that allows you to share web pages with colleagues while offering text chat assistance.
- Web collaboration allows you to conduct single or multi-user meetings, conferences, seminars and demonstrations.

**ReadyTalk** is a commercial audio/web collaboration service provided by ESnet in support of the mission of the DOE Office of Science.

**Information and registration:**  
<http://www.ecs.es.net/>

### Key ReadyTalk Features

- Toll free phone numbers for domestic and international users
- Phone and web collaboration can be used simultaneously or separately.
- On-demand meetings or reservations with invitations
- Meetings can be recorded with phone and web content
- By default a meeting can accommodate 96 people/phone connections
- 24-hour customer support available from ReadyTalk.

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# ECS Video Service Status

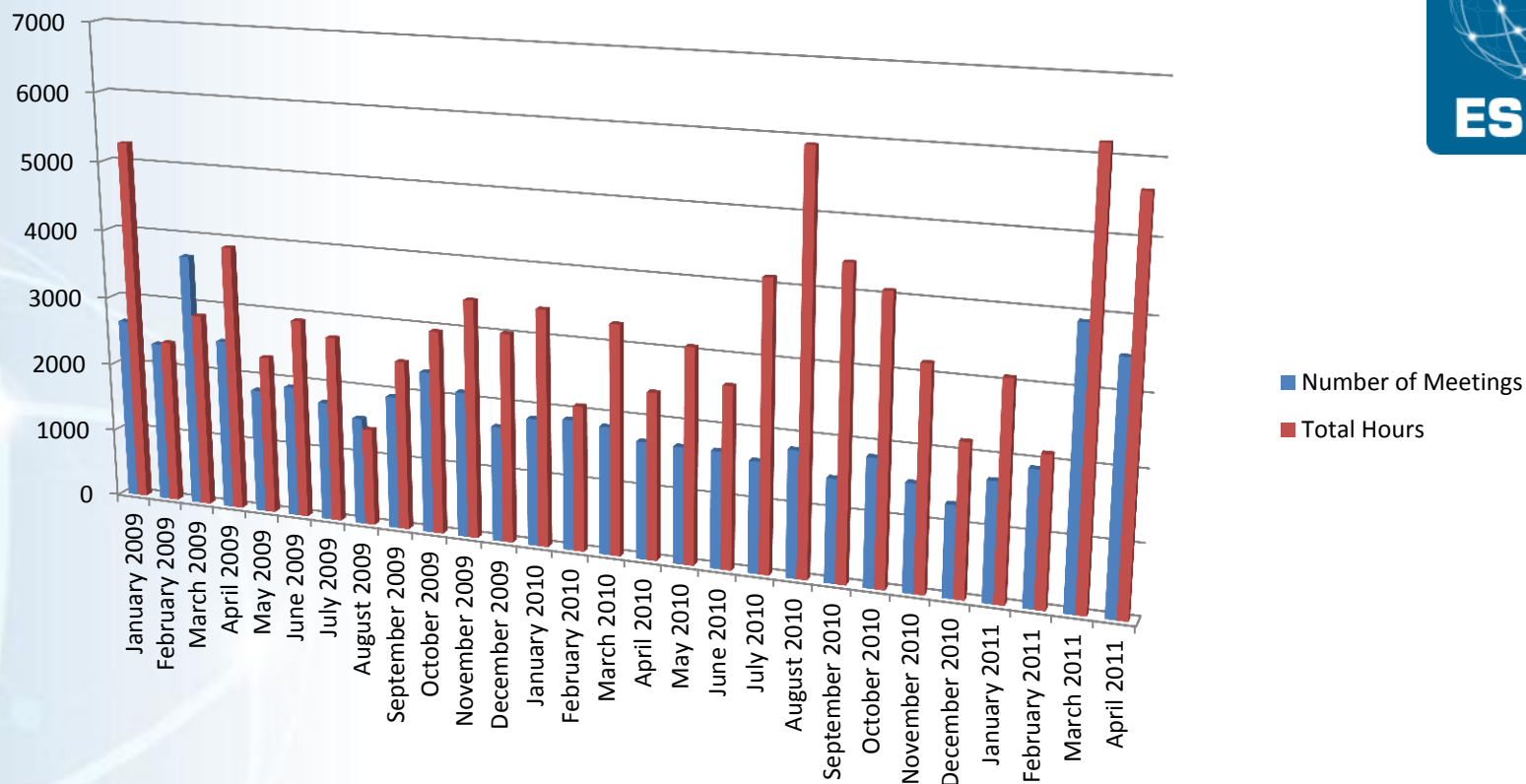


- Infrastructure Upgraded on June 3<sup>rd</sup>
  - Two chassis Multipoint Control Units (MCUs) and two gatekeepers located at OSF and SLAC
    - Ports expanded for Standard Definition (SD) @ 80 each location
    - **New** High Definition (HD) ports @ 20 each location
    - Chassis provide expansion for Telepresence (TP), more HD or recording

# ECS Video Service Status II



- Low impact to users
  - End point gatekeeper IP address or hostname changes not required
  - 82 service prefix eliminated
  - Phone/ISDN gateway number changed
    - Voicemail message on old number points to new number
  - Continuous Presence replaced Video Switched as default video layout
- New hardware with same service model
  - Reservationless
  - Available 24/7



## ECS Video Stats

Average # meetings per month: 2052

Average # of hours per month: 3336



# ECS Business



- New ECS Video Operational Support Vendor
  - ACT awarded contract, began support May 23<sup>rd</sup>
    - Medium sized global company provides video, audio conferencing and web collaboration services
    - Assisted with cutover to new infrastructure
    - Presently in implementation period
      - Learning ECS and user community through assigned trouble tickets and daily ECS team meetings



**For more information: [www.ecs.es.net](http://www.ecs.es.net)**