

Collaboration Quarterly

A publication of CSO/NICS Collaboration Services, a service provider to the NASA Communications Service Office

From the NASA Teleconferencing Center

Collaboration Quarterly is designed to keep you up-to-date on the newest offerings and features available to you and your customers. We hope you find the newsletter a useful tool for engaging and informing current and potential users of CSO/NICS Collaboration Services.

Reporting Problems

There are many moving parts to a conference room. If one of these parts becomes dysfunctional, it can cause issues with the entire room, conference interactions and the far-end user experience. To ensure these rooms function properly, it is important to report any known issues in order to get them resolved with little downtime. Conveniently, the ESD is a central source for reporting issues and will route the issue to the appropriate contacts so they are resolved in a timely manner. Follow the steps below on how to submit Incidents to the ESD:

- Go to <https://esd.nasa.gov/esd> (**Note:** You also have the option to call the ESD at **877-677-2123, Option 2**, to submit an Incident.)
- Click on **Create New Ticket** located on the white banner near the top of the ESD homepage.
- On the **Create New Ticket** screen, enter the requested information in the listed fields below:
- **This Ticket Is For:** Select the “Myself” radio button if submitting the Incident for yourself. Se-

lect the “Someone Else” radio button if you are submitting the Incident on behalf of someone else.

- **Primary Contact:** Select the “Myself” radio button if you are the primary contact. Select the “Someone Else” radio button if you would like the ESD to contact another person regarding the Incident.
- **Impact and Urgency:** Select the appropriate level of impact urgency for your Incident. (**Note:** The majority of Incidents should be submitted at a **4 Minor/Localized-4 Low**. These fields determine criticality based on the level of Impact caused by an issue. This can vary from a low impact where only one or two people are affected to a high impact where a greater number of people are affected. Keep in mind, if one room goes down and the impact affects VIPs, the impact is great-

er.)

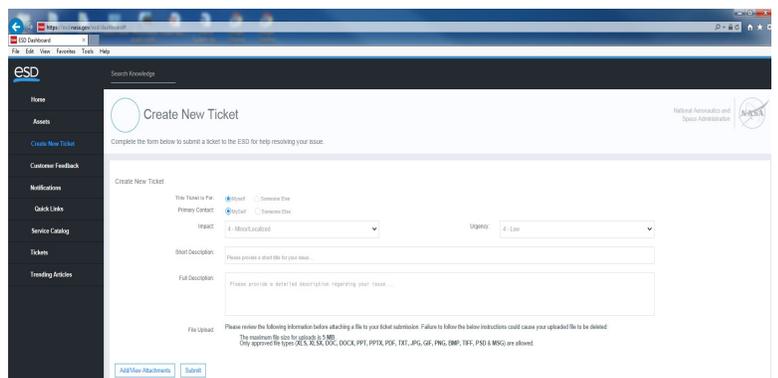
- **Short Description:** Provide a short title for your issue in this field.
- **Full Description:** Provide a detailed description regarding the problem you are experiencing. [**Note:** Include details such as Asset tag #'s, contact #'s, location (Room/Office #), etc.]

To attach a file to your Incident, select the **Attachments** button.

When you are ready to submit your Incident, click on the **Submit** button. Be sure to note the CALL number provided to you on the next screen for easy reference. The CALL number is beneficial in case a status or a change is needed by the submitter.

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Project Report: NASA Security Operations Center



Small Conference Room

“The large 20.1” touch panel in the main SOC area is able to control every display and source in the system with a simple touch of the finger”

The NASA Ames Security Operations Center (SOC) requested that NICS Collaboration Services (CS) design a new audio/video switching system and video wall to replace the existing AV system installed previously by a local contractor and include video conferencing capabilities in the conference room. The NASA SOC is located at Ames Research Center. The scope of the project involved three rooms; the main SOC monitoring center, a small conference room, and a work station/ office area supporting three occupants.

The customer’s requirements were to replace all existing equipment with new technology and to enhance functionality which included touch panels in each room for control, new displays in all rooms, and an updated basic ViTS system for their conference room. Along

with the benefits of the latest display and switching technologies, CS Engineering was able to provide advanced custom control technology. With the new touch panels, users are able to control every aspect of the system. The large 20.1” touch panel in the main SOC area is able to control every display and source in the system with a simple touch of the finger. The extra real estate on the touch panel makes setup and control of the Black Diamond video wall easy and intuitive. The user interface was customized for the requested functionality while maintaining the customer’s strict security requirements. All this increased control functionality and customized security was made possible during the im-



Video Wall

plementation phase by the efforts of the CS engineers.

Best Practices:

Presentations

Most meetings these days involve a visual presentation. Whether you use PowerPoint, Keynote, or PDFs, proper design decisions when creating your presentation will make your meeting a success. For a presentation that will be displayed on a projector or a large display, select a sans serif font like Helvetica or Verdana. These types of fonts are easier to read when displayed on a large screen. Also select a font size that will be easy to see. Most designers recommend using a 30pt font size as your baseline. Use high contrast between text and the background it is on, and avoid overusing style elements such as italics or bold. It is also recommended to avoid using more than five colors in your presentation, and to try to maintain a consistent color scheme when designing a multi-slide presentation. Keep viewers interested by keeping text to a minimum and use visual elements such as charts and graphs to emphasize your talking points. Keeping these design choices in mind while creating your presentation will help you get the most out of your meeting experience.

Collaboration Service Spotlight: Design Engineer: Natasha Cross

After spending a couple of years working on NASA’s wide area network, Engineer Natasha Cross moved to Collaboration Services in 2006. Now, nine years later, Natasha has worked on CS projects at nearly all the NASA centers, including high profile projects like the T. Keith Glennan conference center at NASA Headquarters. Although the Collaboration Services work environment is fast paced and ever evolving, Natasha notes, “I really like being able to work on a project from its inception, through design and implementation, until the final product is presented to

the customer.” Recently, Ms. Cross represented CS Engineering on the Voice Conferencing Replacement (VoCR) project. Her organizational and leadership skills enabled Natasha to juggle the responsibilities of a full slate of ongoing projects while leading the engineering effort on the VoCR project. Ms. Cross looks forward to the new challenges her job brings everyday. In her free time, Natasha puts her skills to work as an active volunteer, working with young people, helping to build a better future.



CS Engineer: Natasha Cross

**Completed Projects Gallery
First Quarter 2016**



MSFC-NSSTC-2096

JSC-17-2026



JSC-920-2043



GRC-3-110



JSC-POCC



HQ-6E40



CSO/NICS

Center and Associated Sites

Customer Service Representatives

| | | |
|-----------------------|---|--------------|
| AFRC/ JPL | Douglas Garvin douglas.garvin-1@nasa.gov | 661-276-5526 |
| ARC | John Evans john.k.evans@nasa.gov | 650-604-1941 |
| GRC | Jimmie Robinson jimmie.d.robinson@nasa.gov | 216-433-8474 |
| GSFC/ WFF/ IV&V | Shelly Greer shelly.b.greer@nasa.gov | 301-286-5375 |
| HQ | Richard Arnold richard.j.arnold@nasa.gov | 202-358-1137 |
| JSC/ WSTF | Joe Nasser joseph.k.nasser@nasa.gov | 281-483-1297 |
| KSC | Jean Suarez jean.m.suarez@nasa.gov | 327-867-7726 |
| LaRC | Rodney Belcher Rodney.l.belcher@nasa.gov | 757-864-8181 |
| MAF | Les Ridaught les.ridaught@nasa.gov | 504-257-2277 |
| MSFC | Joe Finney joe.a.finney@nasa.gov | 256-961-9443 |
| SSC/ NSSC | Artie Johnston artie.j.johnston@nasa.gov | 228-688-2741 |

Collaboration Services Manager

Pat O'Neill 256-961-9410
patrick.k.oneil@nasa.gov

On The Horizon:

Upcoming Major Projects

1st Quarter 2016

- GRC-3-215&225
- GRC Core Room
- HQ-8E40
- JSC-20-204
- MSFC-4203-1201
- MSFC-Wynn-3071
- HQ-7S40

And Beyond

- SSC Core
- KSC- 6203E
- KSC-OSB I Upgrades
- HQ-Administrator

News & Notes

- Collaboration Services is managing an average of 80 CRQs based on current and forecasted projects through the end of May 2016.
- Software Engineer, Collin Barrow, has left Collaboration Service to explore a new opportunity. We wish Collin all the best.
- Happy New Year! The Collaboration Services Team wishes you all the best. We look forward to continue to provide exceptional services to our customers in 2016