

COLLABORATION QUARTERLY

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Hardware Highlights: ClickShare

For quite a long time, the promise of stable, high performance, wireless video transmission went unfulfilled. Recent advances in wireless video technology were finally able to offer the kind of performance required for commercial and business applications. Collaboration Services evaluated several wireless video solutions based on the criteria performance, latency, security, ease of use, and scalability.

Collaboration Services selected the ClickShare family of products by Barco for use in Agency conference room applications. Available in a single or dual output formats, ClickShare fits seamlessly in

the Collaboration Services suite of products. The ClickShare base unit is connected to the NASA Center LAN and can be managed and updated by the NASA Teleconferencing Center (NTC). The video outputs of the system connect to the conference room displays, either directly, or through the video switching system, depending on the type of room. Users can then display video from laptop computers by connecting the supplied ClickShare "buttons" to a USB port on their machine and pressing the button. By pressing the button again, users can toggle through different display modes allowing for multiple



users to share the same display screen. Owners of mobile devices with a connection to the Center wireless LAN can connect to the displays via a downloadable ClickShare app. ClickShare is now available in all Collaboration Services products.

If you are interested in wireless display in your conference room, contact your Center NICS CSR. (Contacts on page 3)

From CSO: CSR Face-to-Face

Collaboration Services provided support and content for the CSR F2F on December the 12th-15th, 2016. Jeff Hale, Chief Engineer, presented the Collaboration Services Catalog that outlined new service offerings, costs and discussed the latest technology based on current and emerging Agency requirements and private sector trends.

The Catalog will be utilized in the field as a presentation tool when CSRs meet with legacy and new Customers.

Collaboration Services' Service Manager, Pat O'Neill also presented the video and audio metrics and usage data for the past year. This was intended to provide the CSRs with an outline of accurate, up-to-date Center usage. Trends are showing that in many cases, the costs outweigh the usage as the original customer intent changes and rooms are utilized less for video and more for general meetings. This information will become a guide when meeting with Customers

for like-for-like refresh, or a different service option as outlined in the Service Catalog.

Following each presentation, discussions were held that centered on requirements gathering, expedite justifications and fees, additional manpower as required for projects, project safety, process changes as well as new standards on requirement submissions to the CSO.

Inside this issue:

Hardware Highlights
ClickShare 1

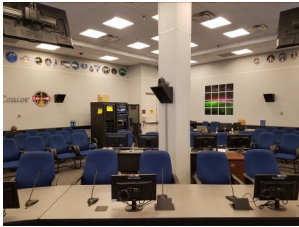
From CSO
CSR Face-to-Face 1

Project Report:
JSC-30M-119 2

CS Spotlight:
Stacy Haddock 2

Gallery 3

News & Notes 3



“A new discrete listening system was added to enable visiting scientists to participate in local meetings in their own language.”

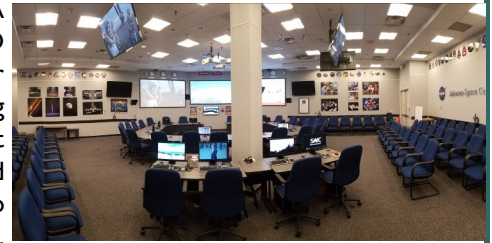
Project Report: JSC-30M-119

Originally built as a new concept in conference room design following the Columbia tragedy, the Mission Management Team (MMT) conference room at JSC-30M-119 has existed as one of the largest dedicated video conferencing rooms in the Agency. Recently the MMT was upgraded to the new digital platform, retaining its core usage concept with new features consistent with the current technology. The three existing projectors were replaced with laser projectors featuring longer lifespan and quieter operation. Three flat panel displays were installed for ease of viewing by gallery participants. Wireless content sharing was added to the video system. A new digital video conferencing codec was installed as well as three HD video conferencing cameras with

auto tracking. A dual input HD video recorder provides archiving of important meetings and presentations to portable media.

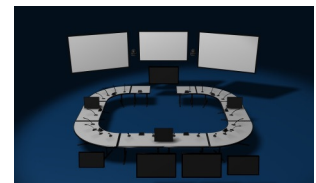
HDMI inputs were added to the tabletop video interfaces as well as USB power connections and additional tabletop power outlets.

The MMT audio system was updated by adding new speaker zones and revising the speech reinforcement system to improve intelligibility and eliminate “dead spots.” A new discrete listening system was added to enable visiting scientists to participate in local meetings in their primary language. The discrete listening system pairs IR audio emitters with a connection to the translation booth in the JSC Action Center to

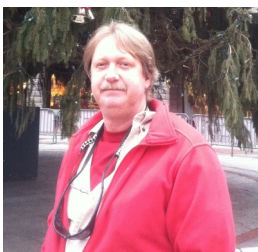


rechargeable earpieces in the MMT.

The MMT control system was revamped with a new panoramic touch panel featuring a customized user interface for ease of managing all the features of the MMT room. Collaboration Services is grateful for the opportunity to assist in achieving NASA mission goals by providing spaces such as the MMT for planning and decision making.



Collaboration Service Spotlight: Stacy Haddock



NTC Specialist
Stacy Haddock

Serving as an NTC Specialist since October of 2009, Stacy Haddock has been helping NASA conduct meetings for over 7 years. During his time in the NTC, Stacy has worked on several large projects including the Voice Conferencing Replacement Project (VoCR), the creation and maintenance of the Desktop

Mobile ViTS (DMV) network, and numerous upgrades and enhancements of the NASA Video conferencing bridge hardware. He also serves as the security plan custodian for the NASA Video over IP (ViIP) network. Though often involved with technical tasks in the NTC, Stacy maintains a customer

oriented focus. “Helping customers solve their issues and making them happy with the results is my favorite part of working in the NTC,” says Stacy. When not working to make NASA communications better, he enjoys hunting, fishing, photography and traveling. Stacy also coaches women’s lacrosse at James Clemens High School.

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**Completed Projects Gallery
Fourth Quarter 2016**



LaRC-1244-233



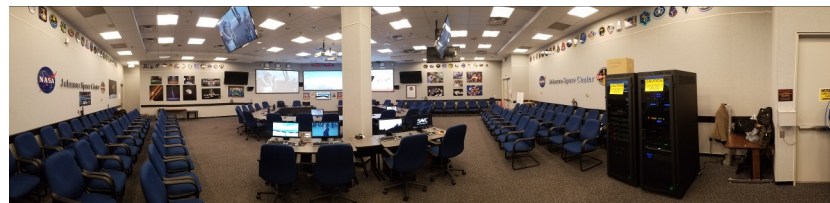
KSC-K6-2496-1225



Arc-203-104



JSC-1800-106



JSC-30M-119



JSC-1-945

On the Horizon

First Quarter 2017

- JSC-1-966
- WSTF- Rotunda
- HQ-Core
- GSFC-Core

And Beyond..

- WFF-MCC
- KSC-HQ
- LaRC-New Town | Refresh

News and Notes



- Collaboration Services averaged a workload of over 90 service requests for the past quarter.
- The Collaboration Service Offerings Catalog has been provided to the CSDM and CSR community for distribution to the Center SMEs.

- CS is supporting CSO and Center SMEs on an IPT charter to outline the service maintenance levels as they pertain to CSO rooms under a maintenance contract, those rooms that are not under a contract, and local center rooms that plan to transition to CSO support.