

Video Collaboration Conference - Biographical Notes

In order as they appear on the program

Key Note Address: Video Collaboration – a strategic view on the importance of embracing new technologies for improved user experience

The key note address will focus on the strategic view of the benefits, challenges and opportunities for enterprise video conferencing.

Mr Peter Brusco, Director, ITS, Deakin University

Peter Brusco has held several senior IT management roles in the banking and public utilities industries. His past assignments have seen him executing major organisational change, developing new workplace cultures and harnessing technology to deliver quality, reliable, cost-effective IT services.

The Challenge of true integration and convergence

This presentation provides an overview of the state of play in the video conferencing and IP-based communications industry generally. The importance of standards is explained, as are the difficulties. An overview of current standards is provided, along with a guide to required bandwidths and performance. A method of assessing the relative merits of different products is presented. Finally, a number of suggestions are put as to how the industry could evolve and improve.

Mr Neil Clarke, Director, ITS Research Support Services, Monash University

Neil Clarke is Director, Research Support Services Department, Information Technology Services Division at Monash University. The Department forms part of the Monash e-Research Centre, which Neil previously managed from its inception in 2006. The Research Support Services Department provides Monash's central high performance computing and research data storage infrastructure, together with a range of data management and collaboration applications for researchers. Prior to his involvement with eResearch, Neil has had a long career as a Professional Engineer in the areas of digital communications systems and networks, digital signal processing, video conferencing, computer systems engineering, software development, project management, line management and planning, in a range of roles for the Monash IT Services Division, including establishing the current VERN optical fibre transmission network for the Victorian universities and CSIRO.

Mr Kheeran Dharmawardena, Service Improvement Manager, Network Infrastructure Services, ITS, Monash University

Kheeran works in the Network Infrastructure Services department of ITS as the Service Improvement Manager. Kheeran is responsible for the network architecture, design and planning and is central to Monash's VoIP roll-out project and IP telephony services. Kheeran is also actively involved in supporting video conference services at Monash University.

Beyond the enterprise - video that 'just works'

This presentation will report on the current status of the AARNet Quality Assurance Scheme for videoconferencing end-points, outlining the benefits for various institutions, identification of some of the typical issues and up-to-date statistics. It explains why the Quality Assurance program is important to achieve a successful conference with any remote site and not only within your own institution. This session also provides a chance to share knowledge, experience within a forum to air your views on video conferencing support within various institution.

Maggie Luczynska, National Video Conferencing Support Officer AARNet

Maggie joined the AARNet team from Vantage Systems where she provided support to video conferences and projects' administration as the Service Account Manager. She has been working in the video conferencing and network field for the last six years inclusive of time working on IP and ISDN video conferencing systems in Poland. Maggie's core focus within the Applications and Services team is in supporting Video Conferencing services for the sector, providing the Quality Assurance Scheme for video conference end-points and event management. She is responsible for the administration of the AARNet/NVCS booking and bridging services and for supporting the internal standard and high definition VC rooms and desktop VC solutions in a multi-vendor environment.

Video in the 21st Century

Higher Education with more than 60% of communication being non-verbal, the visual aspects of learning cannot be overlooked. Using technologies that are available today we will see how video is being used throughout the education sector to bring a rich media experience to all . Whether this be in the process of learning or in providing additional services to students and faculty, this presentation investigates the value and role that video plays in 21st Century education.

Ian Gander, MBA, Cisco

After starting his career with Esso Petroleum in various marketing, operational and sales roles , Ian decided to enter the telecommunications industry at a time of significant growth and innovation. Now with 16 years as an emerging technology evangelist, Ian has spent the past 10 years at Cisco assisting organizations in understanding the benefits of early technology adoption and the competitive advantage that can be gained from this strategy. Today Ian shapes Cisco's video strategy for Cisco Australia and New Zealand and promotes the value that visual networking plays in the 21st Century collaborative organization.

'Show and Tell'

1. Explanation of the meeting rooms: Usability in Control System Interface & Design

David Austin, B..Ec, MBA, MCP Software Development Manager - iVision

David Austin is responsible for iVision's user interface development and strategy. David has been developing award-winning control software for integrated videoconferencing systems for more than 16 years. A professional programmer, he is a Microsoft Certified Professional and is one of Australia's most experienced AMX developers.

2. Unified Communications – Our view on the convergence of technologies

Graham Williams, Managing Director – iVision

Following his education at Scotch College in Adelaide, Graham Williams founded Integrated iVision in 1982. He has subsequently established the company as the leading visual communications provider in Australia. As Managing Director, Graham has ensured continuous growth and profitability, expanding operations to Queensland, New South Wales and Victoria. Graham's position places him as one of the leading analysts in the Australian audio visual and videoconferencing industry

Does Video really kill the radio star? (Or 'How to make your video offering a killer service!')

This presentation discusses the management aspects of implementing a Video Conference System and the importance of seeing it as a system and a service.

Kathy Reid, Problem Manager, Video Conference Services, Deakin University
Penelope Goward, Project Manager, ITS, Monash University

Kathy Reid started her career in with a graphic design company, and moved into web design then web applications development. She has held the role of Problem Manager with Deakin University for three years, the last nine months of which has been dedicated to improving the video conferencing service offering. She holds both Arts and Science degrees, and is an ITIL Problem Practitioner. In her spare time she helps to organise events such as BarCampMelbourne and communities such as PHPWomen.

Penelope Goward works as a Project Manager in the Information Management and Strategic Planning Unit of ITS, and has delivered on the video conference infrastructure project (2008-09). She has also worked at Deakin University in the School of Engineering and IT, as an academic with a focus on education in IT, multimedia, business communications, and academic support to international students. She has also worked in higher education and IT since the mid 1990's and health and community services for over 20 years.

Enabling Virtual Organisations and the use of unconstrained High Definition Video at Monash University

In this talk we discuss the history and use of the desktop collaboration suite "Enabling Virtual Organisations" (EVO) incorporating desktop video conferencing at Monash University to support external research collaborations. We also highlight the use of unconstrained Full High Definition Video broadcasts in Research Seminars, including the use of live 1080i uncompressed high-definition video from San Diego to Monash in the weekly interactive "MURPA" seminar series.

Prof Paul Bonnington, Director, eResearch Centre, Monash University

Prof Paul Bonnington is the Director of the Monash e-Research Centre. The Centre's role is to build collaborations between research disciplines, nurture e-Research developments and to build bridges between researchers and service providers. The Centre is an initiative of the DVC Research to support researchers, by harnessing the resources and capacities of the IT Services Division, the Library and computer scientists in the Faculty of Information Technology to create ICT services that enhance research capability. The Centre is guided by the e-Research@Monash Steering Committee. Paul is the Monash's representative on the Victorian eResearch Strategic Initiative Programme Coordinating Committee and for the Victorian Partnership for Advanced Computing. He recently served as the Chair of the Steering Committee for the Australian National Data Service Establishment Project (a project within the NCRIS Platforms for Collaboration).

Keeping your video 'backyard' under control - the tools, tricks, tips and technologies for getting video working for you instead of against you

This presentation will provide attendees with background on the various high definition video conferencing tools and technologies available, both now and on the horizon in conventional room based installations as well as updates on desktop video developments. The core components of the AARNet National Video Conferencing service will be covered, including the packaging of services from streaming and recording to gateways and multipoint conferencing interoperability to provide a professional and consistent service offering.

Jason Bordujenko, Video Conferencing Support Manager, AARNet

Jason is AARNet's National Video Conference Support Manager located in the Brisbane office at the University of Queensland. As a part of the Applications and Services team he runs the NVCS service offering supporting the entire education and research sector. Prior to commencing with AARNet in 2007, Jason commenced his career with North Queensland Broadcasters working on projects to take audio acquisition, storage and replay from the analogue to the digital domain. Whilst working in the government sector, he introduced video conferencing to the Southern Queensland region of the Queensland Police Service to significantly save time and travel costs.

Panel: What are the elements for success in the use of video conferencing?

Chair of the Panel and 'Wrap Up' for the day

Prof Phil Steele, Pro Vice-Chancellor, Monash University

Professor Phillip Steele is Pro Vice-Chancellor, Campus Coordination and Campus Director Berwick and Peninsula campuses at Monash University. In the PVC role Professor Steele provides strategic academic leadership to the University in relation the coordination and integration of the Monash multi-campus system. In the Campus Director role he provides strategic direction to research, teaching and community engagement activities at the Berwick and Peninsula campuses. Professor Steele has been an IT academic for over 25 years playing a variety of senior roles within the Faculty of Information Technology at Monash including Associate Dean Development and Head, School of Network Computing. He is a Fellow of the Australian Computer Society and holds a PhD in Information Systems from Deakin University. Lastly and importantly, he is one of Monash's champions and supporter for collaboration and in particular video communications.

Arno Besse - currently Manages and Maintains the University of Ballarat Video conference systems. We have some 30 plus rooms and a large number of desktop systems both software and Hardware. I also manage the maintain the Codian 4210 MCU and Radvision Gateway and Gatekeeper. My First involvement with Video conference equipment was in 1997/98 when I took an old V-Tel system to the Minyip Community Enterprise Centre so that Prince Phillip could talk to a long term resident. Subsequently I installed and programmed some 6 PictureTel Swift Sites and then an additional 25 Polycom SP128 systems across western Victoria. All were connected via 2 x 64k ISDN connection and proved to be very popular. At that time the University acquired 6 PictureTel Venue systems that were to be able to connect via an ATM network these proved less that successful. These we all replaced with 6 Polycom FX systems. The system has simply grown from there.

Bill Petridis – has over 25 years experience in AV, Broadcast video engineering and IT. His first involvement with video conferencing was in the early 90's with Sony ISDN equipment. As part of Sony Australia support structure, he was involved in the installation, commissioning and supporting of the Sony range of VC and associated equipment for almost a decade. Subsequently with channel 9 Engineering division for 7 years, he was involved with video encoding and compression technologies with emphasis on quality of standard definition (SD) and HD video signals as well as QoS optimization and how video packets travelled in a network backbone.

David Yammouni was the project manager for the scoping, recommendation & purchase of the 6 Tandberg video conferencing systems within the Faculty of Education across 3 campuses. He has also been working closely with ITS to explore the potential of these systems beyond that of standard meeting use. He has also been working with Maggie Luczynska from AARNET to take advantage of AARNET's video conferencing resources to enhance our offerings (such as IP recording of sessions, MCU services & streaming of sessions).

Jason Bordujenko – see above.

Paul Hii is currently a Network Engineer for the Infrastructure Services, Information Technology Services Division at Monash University. He has a Bachelor of Computer Systems Engineering (Hons) and a Master of Information Technology (Minor Thesis) from Monash University. His main area of interest is videoconferencing and he has been involved in videoconferencing projects such as Marratech for the Faculty of Information Technology and more recently he had worked on a number of H.323 videoconferencing infrastructure implementations as a central facility for Monash University. He was also involved in the internet service provision project and is currently working on an intrusion prevention system for the data network.