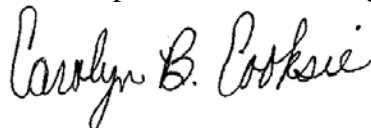


For: FSA Offices

FSA Video Teleconferencing (VTC) Systems

Approved by: Associate Administrator for Operations and Management



1 Overview

A Background

VTC systems have been placed in FSA:

- conference rooms within all 51 State Offices
- large offices as follows:
 - Washington, DC, USDA South and Patriot Plaza III buildings
 - Kansas City, Missouri
 - St. Louis, Missouri
 - APFO, Salt Lake City, Utah.

Using VTC systems will help eliminate excess travel and yet allow for face-to-face meetings across FSA. This is expected to be a large cost savings to FSA.

B Purpose

This notice defines VTC roles, and provides usage guidelines for mobile VTC system carts and permanently installed VTC systems in conference rooms.

2 VTC System Support and Guidelines

A Points of Contact

Each conference room has a point of contact (also known as VCA administrator (VTCA)) for scheduling using the VTC system and/or conference room.

For a complete list of contact information for VTC systems, go to the VTC web site at <https://fsa.sc.egov.usda.gov/mgr/vtc/default.aspx>.

Disposal Date	Distribution
December 1, 2012	All FSA Offices; State Offices relay to County Offices

2 VTC System Support and Guidelines (Continued)

B Using VTC Systems

Because of the high volume of usage since deploying VTC technology, it is strongly suggested that VTC **not** be used for face-to-face only calls, unless absolutely necessary. Audio conference calls and Microsoft Office Live Meetings are always options instead of using VTC.

The VTC system is valuable for training and demonstrations using Microsoft PowerPoint and other materials on employee computers. The VTC system can transmit any image that employees can display on their computer attached to the VTC system. The image is of higher quality and larger for viewing, and is well suited for audiences in conference rooms.

The Administrator has declared that VTC systems are a shared resource within FSA, that is, using a VTC system **cannot** be restricted to the offices/departments where the VTC system is located. VTC systems are **not** the exclusive property of any office or department. VTC's shall be made available to all employees with a legitimate need within FSA.

3 Roles

A Supporting Roles for VTC Systems

There are 3 roles for using and supporting VTC systems, as follows:

- VTCA's
- VTC team (VTCT)
- VTC users (VTCU's).

B VTCA's

All VTCA's **must** receive training **before** they can assume the duties and responsibilities of this role. VTCA's are responsible for scheduling their VTC system and conference room. They will ensure that there is someone in the room during VTC who has received the appropriate training for VTC usage. VTCA's are the primary points of contact for the VTC system assigned to their area.

C VTCT

VTCT support provided ranges from technical assistance to training. VTCT provides training and web-based materials about VTC systems.

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3 Roles (Continued)

D VTCU's

VTCU's are employees who will be using the VTC systems. Training is available for all employees and is **required** by VTCT **before** employees can operate the VTC system.

Technical support is provided to VTCA, working with VTCU's, if technical difficulties occur before, during, or after a call. VTCT will evaluate the issues and work with the appropriate support group to see that VTCU's VTC system is working properly.

4 Guidelines

A Standard Operating Procedures

All VTC systems shall be put into "sleep" mode, rather than turned off, at the completion of VTCU's meeting/use.

Note: If the VTC system is turned off, it will be unable to receive software updates and system checks that normally occur after normal work hours.

"Auto Answer" shall always be turned **off** for security reasons.

Microsoft Office Communicator should **not** be used through the VTC system because of technical issues.

The VTC systems are **not** compatible with Microsoft Office Live Meeting. Therefore, do **not** use Microsoft Office Live Meeting through the VTC system.

If employees need to move a mobile VTC system cart, have VTCA contact VTCT. **Employees shall not move the mobile VTC system. This could cause damage to the camera and other parts of the mobile VTC system cart.**

Employees unfamiliar with the VTC system **must** take VTC training **before** usage. It is recommended that employees conduct a practice VTC call **before** conducting a meeting using the VTC system. For large meetings, it is recommended to have participants call into the meeting a half-hour before the scheduled meeting start time. This allows time for the presenter to have the sound and camera adjusted so the meeting will not be delayed or interrupted.

When using a laptop with a VTC meeting/use, VTCU's need to connect the video and audio cable between the laptop and VTC system before booting the laptop. Some laptops require the laptop be powered-down before connecting to the VTC system.

For further information and instruction on any of these procedures, or for a demonstration, VTCA shall contact VTCT at **FSA-VTC-support@wdc.usda.gov**.

4 Guidelines (Continued)

B VTCA Guidelines

VTCA's shall:

- assign the conference room
- manage the VTC remote control
- be the point of contact to schedule the VTC system
- be the point of contact with VTCT.

C VTC Web Site

VTC web site has been setup to provide the latest information, instructions on the using the VTC system, best practices, updated notices, list of VTCA's, bridge reservation form, Frequently Asked Questions (FAQ's), VTC room calendar information, and contact information. If employees have questions on anything VTC-related, the VTC web site is the first place to go at <https://fsa.sc.egov.usda.gov/mgr/vtc/default.aspx>.

VTCTU's are encouraged to "bookmark" the VTC web site.

"AskFSA internal" at <https://askfsainternal.custhelp.com/> will include an area for VTC FAQ's. Employees can review published answers and ask questions about VTC. Notification will be posted on the VTC web site when this is ready for usage.

5 Scheduling and Training

A VTC System Operation

No employees should operate VTC systems until they have received training from VTCA or VTCT member. To schedule training, VTCA shall fill out a training request form that is available at <https://fsa.sc.egov.usda.gov/mgr/vtc/Lists/Training%20Request%20Form/overview.aspx>.

VTC training is approximately 1 hour for mobile VTC system cart training and approximately 2 hours for permanently installed VTC conference room wall systems. Training will provide the information needed to host and/or facilitate a VTC meeting/use.

Each VTC system **must** have an assigned primary and backup VTCA. VTCA's are currently listed on the VTC web site.

Using VTC systems should be scheduled through VTCA. To schedule using the VTC system, contact user's VTCA. User's VTCA will then schedule a VTC system by completing the reservation request form at <https://fsa.sc.egov.usda.gov/calendars/Lists/Bridge%20Lines/Public.aspx>.

5 Scheduling and Training (Continued)

B VTC System Scheduling

If an employee is not sure who VTCA is in their area, or their area does **not** have a VTC system and the employee needs to reserve a VTC system in another area, go to the VTC web site for a list of VTCA's or contact VTCT at **FSA-VTC-support@wdc.usda.gov**.

If a large meeting is already scheduled for a specific date and time, or if the bridge lines are all assigned, it may **not** be possible to schedule employee's meeting during this timeframe. In this circumstance, VTCA will work with VTCT to find an alternate date and time for the employee.

Note: Every Thursday, from 12 p.m. until 2 p.m. e.t., is reserved for a large VTC meeting. **No** other VTC can be scheduled during this time.

The VTC system has the option for 60 video callers and 43 audio callers. The audio lines are for participants without access to a VTC system. Participants can still be a part of the meeting by calling the VTC system using a 1-800 number and access code that will be provided by VTCA when the request is scheduled.

VTCA needs to contact VTCT least 3 workdays before scheduling a bridge line.

Nonsensitive VTC system meetings can be recorded. All recorded meetings are placed on a public server and **must** be downloaded to FSA's network within 1 week. A 3 workday lead time is required to set-up meeting recordings through NITC. The meeting owner is responsible for downloading and managing their recordings.

C Problems/Questions

Any problems or questions with the VTC system or processes shall be reported to VTCA. If VTCA is unable to resolve the issue, VTCA should contact VTCT by sending an e-mail to **FSA-VTC-support@wdc.usda.gov**. In most cases, VTCT is only allowed to work through VTCA's.