

Utah Education Network

3.7 Room Certification Process and Policy

3.7.1 Purpose

The purpose of this policy is to describe the criteria that a distance learning classroom or video conferencing site and the telecommunications equipment installation will be judged for conformance to UEN standards for carrying a UEN event.

3.7.2 References

UEN Policy 3.6 Site Administrator, Counselor, Coordinator, and Facilitator Responsibilities

3.7.3 Definitions

Codec- A device or program capable of performing encoding and decoding on a digital data stream or signal for transmission, storage or encryption and decode it for viewing or editing.

H.323 – a telecommunication protocol that provides audio and visual communication sessions to work over an Internet network

Network Operation Center (NOC) -

Site Administrator - a district or school-level administrator who is authorized to oversee distance education classroom site selection and is responsible for distance education budgets, school support personnel and UEN equipment at distance learning sites.

Video Operation Center (VOC) – The center provides video and communications support for trouble calls related to UEN telecommunications services (voice, data, or video). The center also continually monitors and maintains the video to ensure that problems are identified and resolved quickly.

3.7.4 Room Certification Process and Policy

A room will be certified for use in any regularly scheduled UEN event or teleconference when the room meets all the criteria adopted by the UEN Steering Committee. The teleconference/distance education site will be certified as an official UEN site and can be scheduled into any UEN event when the following **criteria** have been met:

3.7.4.1 Criteria 1: Network connectivity and bandwidth to support H.323

A. Complete the UEN request form (UEN Form XXXX) either by email, interactive Internet ([Internet link](#)), or by phone to appropriate individuals to initiate the request for connectivity to the UEN network.

- B. Teleconference/Distance Education room must be located in a facility with a LAN or WAN which is capable of supporting H.323 video.
- C. Installed telecommunications equipment must have appropriate firewall protection.
- D. Local routers shall be configured to accommodate video.
- E. A site visit shall be completed, prior to installation. Attendance at the site visit will include: a regional distance education specialist, a UEN engineer, a district/school administrator, and an authorized district/school data specialist.

3.7.4.2 Criteria 2: Room and Equipment

- A. The site shall have the physical space to contain the hardware and support equipment. The room will be evaluated by UEN staff during the onsite visit. Several standard equipment packages are acceptable for certification depending upon the size of the room and its intended use. When UEN certifies a room there is the assumption that the room is equipped to a minimum standard which will have the equipment intended for regular use for any type of videoconference or distance learning event.
- B. Approved codecs are as follows:
 - i. All Tandberg MXP codecs
 - ii. All Polycom VSX codecs
 - iii. SONY Ipella PCS-TL30 codecs
 - iv. Other codecs **may** be considered for **conditional acceptance** by UEN.
- C. A sign off from the regional Distance Education Specialist and the entry of the appropriate tracking information into Service Desk is required (UEN Form XXXX) to complete Criteria 2.

3.7.4.3 Criteria 3: Administrative support for technical and instructional facilitation.

- A. A site administrator/coordinator shall be designated to oversee all activities in the certified teleconference room. That person is the official signatory for all fee and billing information, for all scheduling and utilization of the certified room, and for security and maintenance of the room.
- B. The administrator/coordinator is or has identified an individual who is fully versed in the technology/topology of the site.
- C. The regional Distance Education Specialist will enter the contact information into Service Desk (Form XXXX) to complete Criteria 3

3.7.4.4 Criteria 4: Sufficient training of site staff and facilitators

- A. Designated facilitators shall be trained and certified to operated all UEN equipment at the site, since a trained facilitator is required for every event.
- B. Distance Education Specialists will provide technical training to all facilitators, coordinators, administrators, and instructors who may be using the site. This training will include equipment operation, troubleshooting, scheduling searches, and other relevant information. The training will occur face-to-face. Online modules are available for reinforcement and reference to training materials. A

pre-arranged test event will be scheduled with the Video Operations Center during the face-to-face training session.

- C. The Distance Education Specialist will sign off that training is complete and enter the information into the tracking system to certify that the requirements of Criteria 4 have been met.

3.7.4.5 Criteria 5: Operations Center Final Testing and Certification

- A. Field Engineers have completed checklists to test a site's readiness prior to testing with the Video Operations Center.
- B. A second check list is then used to test out the room and the facility with the VOC staff. When the room is tested and approved, the VOC will notify the Distance Education Specialists.
- C. When the training phase has been completed (which includes another test with the VOC), VOC staff will then enter the site into applicable software and assign E.164 and notify Scheduling that the site is ready for all UEN teleconference events.
- D. Complete bandwidth utilization test. A sign off from the NOC is required to certify that the network video codec is properly installed.