

The Keys to CERN Conference Rooms



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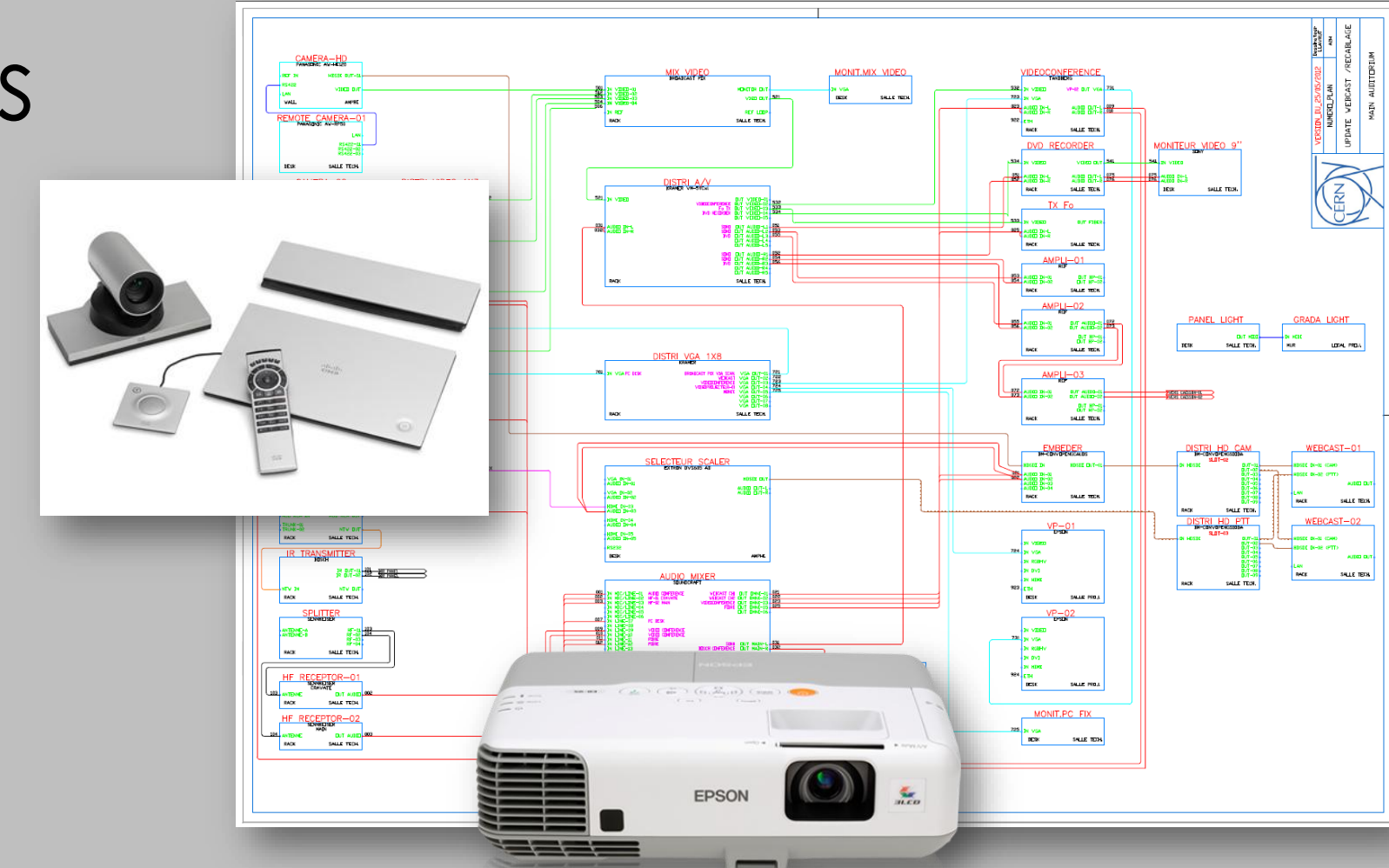
Standardisation

Key strategy: The same equipment is used in all rooms

Applies to PCs, videoconference devices, projectors, control devices, amplifiers, microphones, etc.

Three **room templates** have been defined for each room size.

Benefits:
Less training needed (for users and supporters)
Better efficiency for the users
Better deals when purchasing
Easier integration in monitoring frameworks
 Reproducible prices and installation times for new rooms

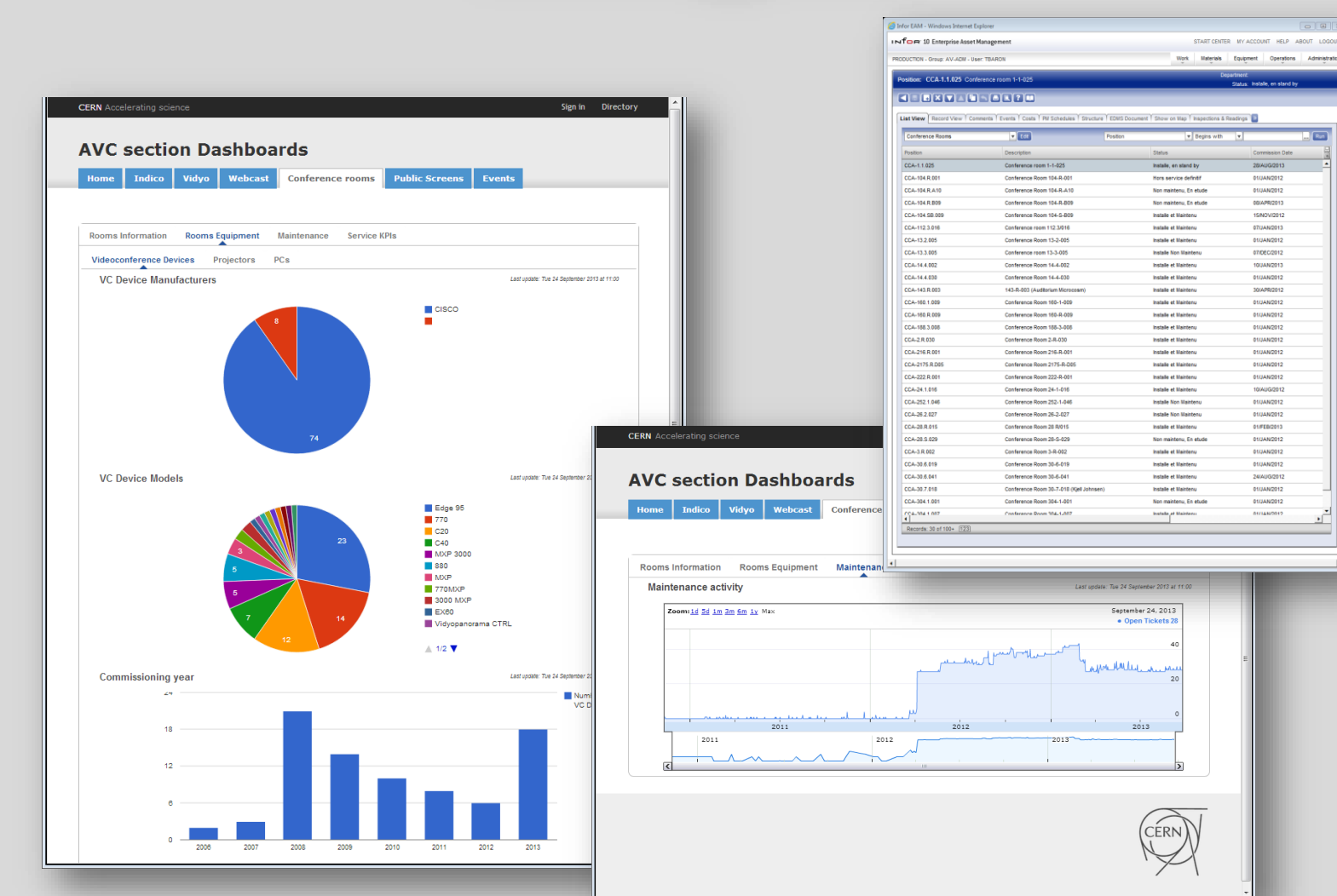


User Interfaces

Using InforEAM Asset Management Software

Asset and positions tracking
 Preventive maintenance planning
 Preventive maintenance tracking
 Corrective maintenance tracking

Integration in Drupal **service dashboard**
 (direct SQL queries on Infor Oracle DB, Google charts)



Enhancing the user experience

Table-top control devices (Extron MLC series) to **replace all remotes**
 Larger venues equipped with Crestron controllers and touch panels

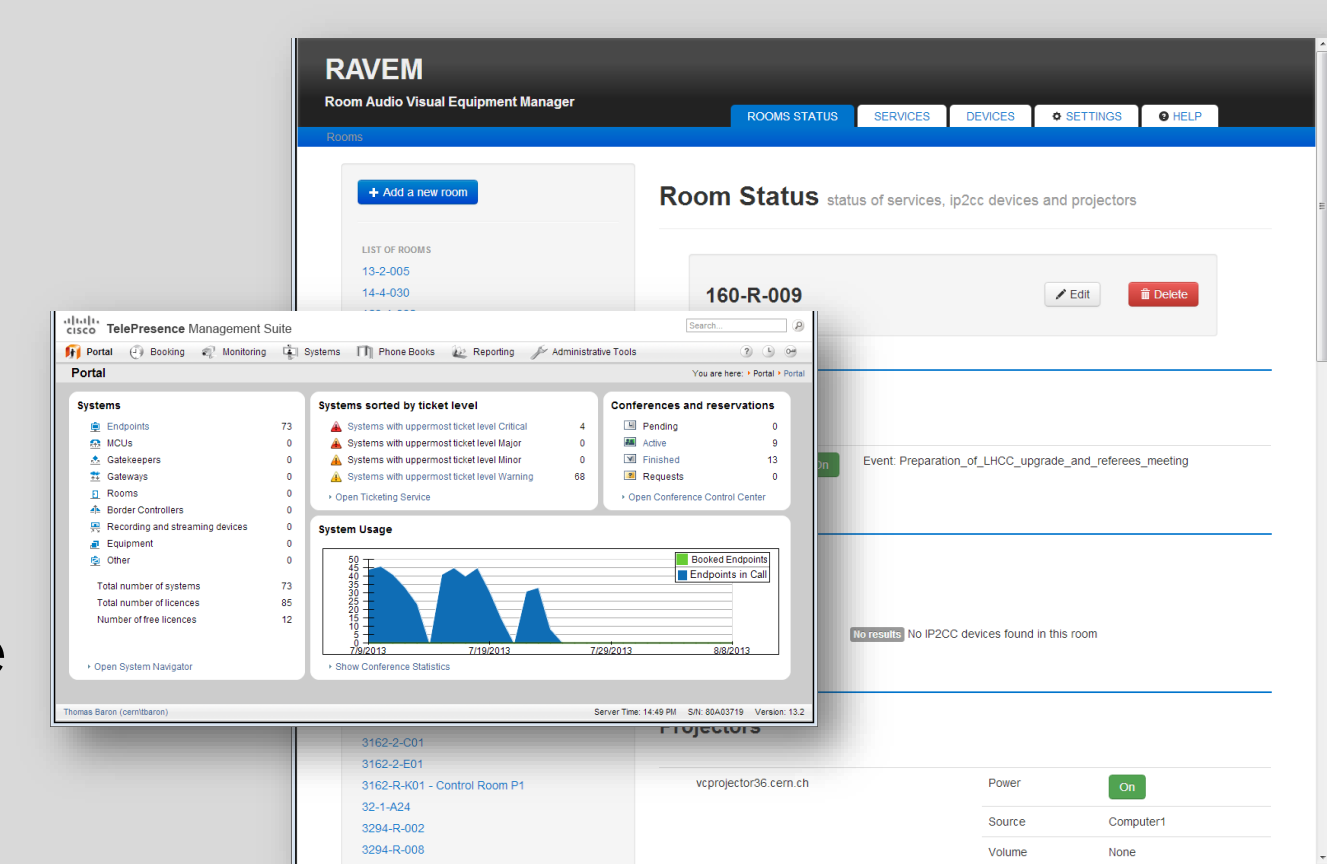
Deep integration with CERN conference management software: **Indico**
 centralized **room booking**, collaboration services request interface, better understanding of activities in rooms for the support team, display of events information on **public screens**



Equipment Monitoring

Remote monitoring and automated warnings

Using devices built-in web interfaces
 EPSON EasyMP Monitor for projectors
 Cisco TMS for videoconference codecs
Extron GlobalViewer Enterprise to federate all in one.
Automated emails to warn supporters in case of issue
RAVEM: internally developed software for handling complex cases ("**on-air**" signs", **Vidyo**/physical room integration)

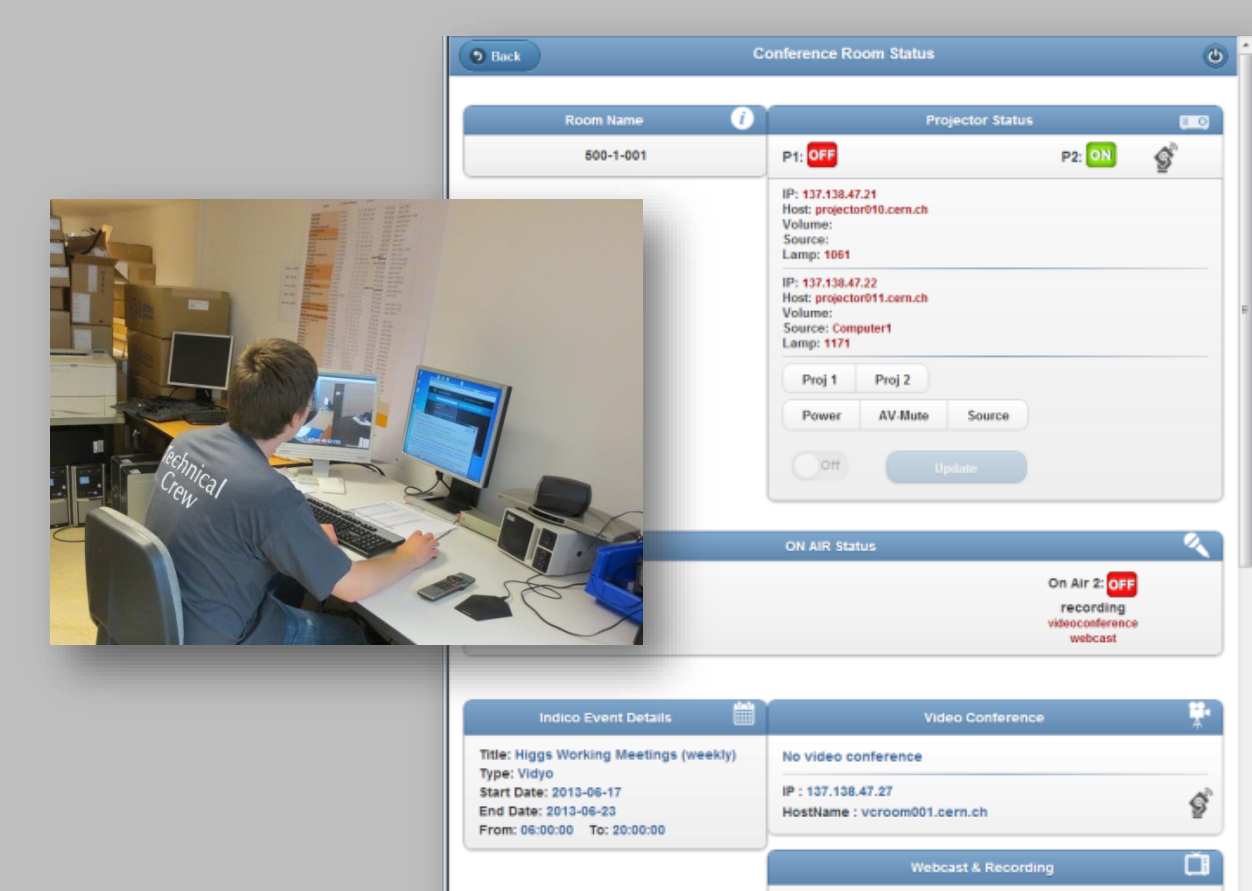


Remote Operation

Managing many rooms with limited manpower

Many possibilities for **remotely controlling online equipment**: built-in web interface, monitoring frameworks, APIs
 Consolidating all controls in **one single mobile app** (web based) used by the support team on tablets

Videoconference sessions started and **support given remotely** from a dedicated remote operation center.
 Faster interventions



Service Mission

The CERN conference rooms service was created by the IT department In 2012. It offers to CERN meeting rooms owners **consultancy** and coordination for **room installations, corrective and preventive maintenance** and **user support**.

Service Figures

Manages **120 of 246** CERN meeting rooms
 Sizes: 161 (<40sqm), 67 (<120), 18 (>120)
 About 1000 individual audio-visual equipment assets.
45000 meetings were created in Indico in 2012.
30000 videoconference meetings involved at least one CERN meeting room.
 2 CERN staff and an outsourced team of 4 videoconference and audiovisual technicians.

