

AG and Industry

- Participants
 - Boeing Phantom Works – Randy Groves
 - inSORS – Jim Miller
 - Johnson & Johnson – Kevin Nolan
 - Microsoft – Jay Beavers
 - ANL – Mary Spada, Moderator



AG Retreat March 2002

Argonne National Laboratory



AG and Industry

- AG Community Survey – results to date (J. Miller, inSORS)
- Industry Feedback – panel discussion/debate
 - Panelists asked to offer insight/perspective to the following -
 - Key takeaways to Retreat discussion from the Industry pov
 - Comments to AG Community Survey results
- Audience interactivity **ENCOURAGED**



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AccessGrid Community Survey

The results are in...



- ❑ Who Responded
- ❑ AG Usage
- ❑ Node Configurations
- ❑ Networking and Technical Issues
- ❑ Future AG

Over 50 Responses

- Respondents were primarily researchers
- Also heard from Network Administrators, Node Operators, Event Coordinators, Administrators, Technical Support Staff, and Consultants.

Types of Institutions

Universities	70%
Government Research	25%
Commercial Research	2%
Commercial Companies	3%

- **2/3 have been involved longer than 1 year**
- **50% have 1 Node, 35% have 2 or more, 15% do not have nodes yet**
- **90% plan to have more nodes**

- **How do new users in your organization typically find out about the AG?**

Majority answered Word of Mouth

- **Most nodes can fit more than 15-20 people**
- **2-4 Node operators at each site**
- **33% are dedicated AG spaces**
- **50% participate in 3 or less events per week**
- **On average, 4-6 participants at each event**
- **All types of events listed were identified:**
 - **Informal**
 - **Project meetings**
 - **Demos**
 - **Interactive research and discussion**
 - **Instructor/Student meetings**
 - **Training**
 - **Lectures**

- **Over 80% of events have dedicated node operator**
- **Most use Argonne Venue**
- **Most use Argonne Scheduling Process**
- **Most use Distributed Powerpoint**
- **About half use Shared Applications with most of those using VNC**
- **Almost everyone is always running a beacon**

- **Only 4 couches (1 planned)!**
- **Only 3 coffee tables, plenty of full height tables**
- **Big Rooms – 80% over 400 sq. ft**
- **90% use 4 PC configuration**

- **Internal support of LAN and LAN to WAN**
- **90% have multicast**
- **Most common problems?**
 - **Audio**
 - **Multicast**
 - **KVM Switch**
- **Majority internally solve hardware, software, A/V and networking problems.**

- **AG Support Issues**
 - **Need more staff (some have funding, some are trying to get funding)**
 - **Trying to open up AG to entire university community, and are trying to define the costs and issues around that**
 - **In initial setup and installation**
 - **Sometimes no response to ag-tech questions**

- **Many respondents did not have this information**
 - **AG Budgets were 100K or less**
 - **Network costs were often included in other budgets**

Question	Not a Need	Problem Area	Unknown
Network Consulting	60%	30%	10%
AG Node Installation	33%	33%	33%
Room Layout/Engineering	85%	10%	5%
Turnkey Hardware	50%	40%	10%
Client Software Support	50%	25%	25%
Venue Scheduling	70%	15%	15%
Custom AG App Devlpmnt	15%	25%	60%

- **Other problem areas identified:**
 - **H323 Bridging**
 - **Unicast/Multicast Bridging**
 - **KVM switching**
 - **Dependence on Node Operator**
 - **Integration into Larger Physical Venues**

- **If there was a smaller, less costly node, would your institution deploy more nodes than currently planned?**

90% Yes

- **AG Audio System**
 - **Better debugging, more stable**
 - **Easier identification of problem spots**
 - **Simplified Gentner control and possible Rat/Gentner integration**
 - **Audio on Display (no switching)**
 - **Identify who is talking**
 - **Multi-channel**
 - **Stereo**

- **AG Video System**
 - **Better quality**
 - **Integrate with audio**
 - **Larger displays**
 - **Identify who is talking**
 - **Improved user interface**
 - **MPEG support, better compression**
 - **USB and Firewire camera support**
 - **Remote camera control**

- **Voyager**
 - **Better documentation and troubleshooting**
 - **Problems with non-NTP synched sites (automatic removal, notification at time of record)**
 - **More accessibility**
 - **Integration of data (powerpoint)**
 - **Improved archiving**

- **Virtual Venues**
 - **Broadcast only rooms**
 - **Integration of dppt services**
 - **Ability to upload/download files**
 - **Dropping nodes from rooms after inactivity**
 - **Navigate to room without hitting lobby**
 - **Security, security, security**
 - **Who is in a room?**

- **Scheduling**
 - **More automated**
 - **Link to meeting room in email confirmation**
 - **Security**
 - **Like NCSA's version!**

- **Security**
 - **More availability**
 - **Would have more use if more security**
 - **DPPT security**

- **Debugging Tools**
 - **More availability (some responded that they did not know there were any)**
 - **Audio debugging tools**
 - **Test video and audio streams**
 - **Beacon enhancements**
 - **Improved documentation**

- **AG Toolkit**
 - **Shared Whiteboard**
 - **Other shared apps and resources**
 - **Seamless integration with other videoconferencing bridges (if not in toolkit, still desired as separate development)**
 - **Install kit for single/dual box**
 - **Include Virtual Venue and Voyager**
 - **Optimized display performance**

**Thanks for your
responses**