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Tools for electronic working in ETSI (1)

❑ **Telephone conference (professional services)**
  ➢ **GoToMeeting selected combined with virtual meeting service**
❑ **Virtual Meeting facilities available for all ETSI Meetings where Internet available**
  ➢ **Delivered over Web for 200 participants**
❑ **Webcast (audio + video "broadcast" one-way over the web)**
  ➢ **ETSI Seminars recorded and made available off-line**
  ➢ **Facilities now available for meetings in ETSI Amphitheatre**
❑ **Webinar (presentation delivered over the web with limited audience interaction)**
  ➢ **STQ Workshop used for trial run – 1/2 July 2009 (Sophia Antipolis)**
  ➢ **Board#74 – 8/9 September 2009 (Atlanta/Sophia Antipolis)**
  ➢ **ETSI GA#54 – 24/25 November 2009**
  ➢ **ETSI Green Agenda Seminar – 26 November 2009**

Tools for electronic working in ETSI (2)

❑ **Video Conferencing**

➢ **Evaluated Telepresence and Video Conferencing solutions**

❑ **Wiki (collaborative website)**

➢ **Positive return-on-experience from 3GPP community (http://wiki.3gpp.org)**

➢ **Positive return-on-experience from SES/CTI for PlugTests events**

❑ **Blog**

➢ **Experience in progress with NSOs (http://blogs.etsi.org/blognso)**

❑ **Next Generation Platform Project (NGPP)**

➢ **V1.0 goes live in January 2010 with same ETSI applications and new off-the-shelf portlets**

➢ **V1.1 development (with revised SMP applications) ready by April 2010**

➢ **V2.0 development (with revised MEETINGS applications) ready in 2010**

World Class Standards

Green Standards Roadmap

☐ **Step 1**: Any member can participate remotely and submit / present contributions using audio. Contributions sent by E-mail or Ftp and displayed by secretary. Audio good enough for remote participant to hear all comments / questions.

☐ **Step 2**: Contributions can be presented using GoToMeeting (or equivalent) - visible to all participants and progressing / editing of document displayed. Audio good enough so that any remote participant is not disadvantaged. Speakers / questioners identified by name.

☐ **Step 3**: Documents and remote speaker both visible to all participants. All questioners appear on video.

☐ **Step 4**: Performance sufficient to do away with some face-to-face meetings. Build on current Webinars to include video as key element to see speaker and / or chairman as well as document.

☐ **Step 5**: Teleconference / multimedia telepresence using professional equipment.

4

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Need to define…

❑ **Roadmap for use of electronic working tools in standardization should include (for each stage):**

  ➢ **Guidelines**

  ➢ **Performance criteria**

  ➢ **Timescales for introduction**

  ➢ **Measured/estimated improvement**

❑ **Guidelines**

  ➢ **ETSI EG 202 534 Guidelines for real-time person-to-person communication services**

  ➢ **ISO/IEC JTC 1 N 9476 Best Practices on Teleconferencing**

How do we set/measure performance?

- ❑ **Interface design**
  - ➢ **Simple enough call set-up and change**
  - ➢ **User information provision (e.g. names of participants)**
  - ➢ **Ergonomics of room design (e.g. viewing angle of screen)**
- ❑ **Service provision**
  - ➢ **Set-up time is critical, e.g.**
    - • **Video set-up attempts that fail for 5 to 10 minutes result in users switching to audio**
  - ➢ **User-perception of reliability is critical**
  - ➢ **Human expert assistance immediately available ('service host')**
- ❑ **QoS requirements**
  - ➢ **The Quality of User Experience (QoE) will be dependent on the Quality of Service (QoS)**
    - • **Define QoS that meets QoE requirements**

6

Level 1 : Partial teleconference / Audio only

❑ **Guidelines**

- ➢ **Chair should make sure that all participants are identified**
- ➢ **Chair should establish proper etiquette for calls:**
  - • **ask participants to announce their name each time they speak**
  - • **ask participants to be brief and clear**
  - • **ask participants to mute their lines if they operate in a noisy environment**
  - • **establish ways to ask for the floor**

❑ **User performance requirement**

- ➢ **Every word understandable (100% audible recognition)**
- ➢ **Ability to recognize voice of person speaking (if pre-learned or just learned)**
- ➢ **A multinational group should successfully share a foreign language (e.g. English)**
- ➢ **Any room location of talker at physical meeting should provide adequate volume to remote person(s)**
- ➢ **Set-up time < 30 secs**

Level 2 : Partial teleconference / Audio & Data

❑ **Audio**

➢ **Same as Level 1**

❑ **Data**

➢ **User performance requirement**

- **Legible documents consisting of mainly text and graphics**
- **PowerPoint slides containing fonts > 10pt should be readable by the remote user**
- **Set-up time < 1 minute**

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Level 3 : Partial teleconference / Video, Audio & Data

❑ **Audio**

➢ **Same as Level 1**

❑ **Data**

➢ **Same as Level 2**

❑ **Video**

➢ **User performance requirement**

- **Remote talker can adequately see any physical meeting talker (e.g., independent of sitting location)**
- **Remote talker is adequately visible to all meeting participants**
- **Talker sees all other participants in 'continual presence' (i.e., not 'voice-activated' window configuration)**
- **Seek to promote perception of a 'round table' not an 'interview panel' (effect on amount of discussion and turn-taking)**
- **Set-up time < 1 minute**
- **Lip asynchrony should be less than 200 ms**

Next Steps

- ❑ **Follow up in ETSI Board Green Agenda 2010 strategy topic**
- ❑ **Agree:**
  - ➢ **Guidelines**
  - ➢ **Performance criteria**
  - ➢ **Timescales for introduction**
  - ➢ **How to measure**
- ❑ **Measure performance in actual standards meetings**
- ❑ **Are performance criteria being met?**
- ❑ **Are enhancements needed to current collaboration tools?**
  - ➢ **Set new requirements for vendors**
- ❑ **Extend this challenge to other standards bodies and fora!**