Department of Information Systems
DIS.ARKANSAS.GOV

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June 20, 2011

The Arkansas Department of Information Systems (DIS) will deploy a new statewide, next generation video network in December 2011. The existing State Video Network, which was built in 2005, is expiring soon. There are now levels of operability and an array of features in video conferencing, provided by technology that did not exist until a short time ago, that will be available on the new State Video Network. Prior to deployment, however, we want to describe the features of the proposed system and discuss the process by which the proposal was developed.

To ensure the new video network meets the needs of our customers, DIS elicited input from a broad selection of potential users. Primarily, DIS called on the State Network Focus Group and its Video Subcommittee (see Table 2) to develop a prioritized list of requirements. In October 2010, the subcommittee began meeting with potential customers, vendors, and other IT professionals. The group considered all aspects of developing a new system, including cost, security, procurement, support, features, and future growth. DIS performed a build-or-buy analysis as well.

Discussions focused on DIS' operating timeline. The current outsourced video service expires in February 2012. Any new implementation must be scheduled around the public school calendar due to the heavy reliance on video in K-12, therefore the holiday break beginning in December 2011 was chosen for the implementation period. Procurement, installation, testing, and training must then be scheduled prior to the break.

With the information described above in hand, and considering a customer base that includes small, medium, and large organizations running more than 30,000 conference hours per month, the subcommittee developed the ranked list of requirements on the next page. DIS has identified the means to deliver the requirements for the new State Video Network. At this time, and prior to final procurement activity, DIS invites current and potential users of the network to review these requirements and contact Becky Rains at becky.rains@arkansas.gov or 501-682-4003 as soon as possible with questions.

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Ranking	Requirement	Category
1	Lower network costs and the cost from DIS billing for Video Connection per unit, conference time and end points. Analyze current connectivity, bridging, and scheduling costs. Determine if all services are needed.	Cost
2	Dedicated network and bridging\scheduling support (in state preferable)	Hosting/Not-Hosting
3	Dedicated bandwidth for K-12 Distance Learning not to compete with local internet traffic	Service/Support
4	Timely support and resolution of trouble calls - Service is a must for the success of CIV in Arkansas. Need more manpower to monitor and support CIV traffic. Manpower can be reduced with the proper automated monitoring	Service/Support
5	Self/ad hoc web scheduling of multi-site conferences with ability to create, modify, extend and cancel conferences.	Scheduling
6	Quality of Service - traffic prioritization	Service/Support
7	Minimum four-way continuous presence with the option to choose between continuous presence and voice activated (ability to switch between the two during the conference would be a plus)	Conferencing
8	Internet conferencing peer to peer, peer to group and group to group	Conferencing
9	Distant end-control for single and multiple participant conferences. *This feature is not available for multi-point conferences*	Conferencing
10	More economical way to add sites to network (if a school has a system on network and pays bridging and scheduling then it should be able to add another site without paying that charge, sliding scale, etc.)	Cost
11	Share more of the control and maintenance effort with Arkansas Educational Cooperative technology personnel in the field.	Scheduling
12	Ability to capture content for a repository to stream for later usage (courses and professional development. Ability to search for specific points in a presentation. This requires a system that allows Demand Meta tags. *Tandberg is the only systems that currently have this feature available.*	Compatibility
13	H.323 protocol suite up to and including H.264	Miscellaneous
14	Scheduling software should be browser compatible with multiple browsers including Firefox, Chrome, Safari and IE with all of the functions.	Compatibility
15	H.264 (or Higher) to lower resolution without lowest common device effect. Backward compatibility	Compatibility
16	Any-to-Any. Must be compatible with most devices and equipment possible, e.g. desktop to hardware	Compatibility
17	Must have ability to cascade with other bridges	Compatibility

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18	Non-blocking system design allows more than 25 sites in a conference. If the content is not interactive and just a dissemination of information with question and answer at the end, the schools need to be granted access to the CIV.	Compatibility
19	Prefer Hosting by DIS. Eliminate Third-Party (DIS Contracted Vendor) support or troubleshooting.	Hosting/Not-Hosting
20	Chat and polling capabilities	Miscellaneous
21	H.239 compatible to allow ability to share applications and files	Miscellaneous
22	H.264 (HD) Compatibility	Compatibility
23	Must meet International Telecommunications Union (ITU) standards	Compatibility

Video Subcommittee of the State Network Focus Group, est. October, 2010

Chair – Solomon Graves, Parole Board	Lane Bailey, DIS
Warren Bankson, Department of Health	Mike Bowman, ASU, Department of Higher Ed
Jim Gay, DIS	Jeff Johnston, N Central Education Service Coop
Belinda Kittrell, Department of Education	Donnie Lee, AR Distance Learning Coordinator
Michael Mabry, DIS	Dave Phillips, UACCH, Department of Higher Ed
Jeremy Smith, Lottery Commission	John Stewart, Administrative Office of the Courts
Cathi Swan, AR Distance Learning Association	Rhonda Westerman, Department of Corrections
Terry Williams, State Crime Lab	