



VIDEOCONFERENCE FACILITY DEVELOPMENT PROCESS

Version	Date	Author(s)	Description of Changes
1.2	7 Nov 2012	Michelle Neilly	Misc. revisions
1.1	23 Oct 2012	Anil Patel	Misc. revisions to version 1.0
1.0	13 June 2012	Jennifer Pike	Misc. revisions to original document

PURPOSE

This document clarifies the procedure, roles and responsibilities for the development of videoconference facilities, as requested by departments, schools, centres and institutes within the Faculty of Medicine. This process involves communication between Faculty of Medicine (FoM) Space Planning and Facilities Management (referred herein as “Facilities”), MedIT, and other partners.

BACKGROUND

The Faculty of Medicine, through its Medical Provincial Academic and Affiliated Campus Technology (MPAACT) project, has created over 100 shared videoconference facilities to support the distributed medical education program. While these existing facilities, and new facilities that will be commissioned over the next few years, will address that need and have some additional capacity, departments may have needs over and above those that can be provided through these shared facilities.

In light of this, some departments, schools, centres and institutes may contemplate acquiring videoconference equipment and setting up their own videoconference rooms. The integration of these new rooms with the MPAACT videoconferencing facilities is essential for them to be effectively used and supported.

ROLES AND RESPONSIBILITIES

All Faculty of Medicine departments, schools, centres and institutes using academic space or university funding (including research) must follow the procedure outlined in this document.

Other affiliated health discipline users are strongly advised to follow this process as VC installation is a cross-functional and complex process that requires collaboration between FoM Facilities, MedIT, and other partners. Successful installation requires engagement and input from each of these groups to ensure VC facilities are implemented properly.

Responsibility for the ongoing cost of operation, maintenance and eventual renewal of the equipment in the VC facility rests with the department, school, centre or institute.

PROCESS

The VC facility development process will depend on whether a new facility is being developed or an existing facility is being integrated with the MPAACT videoconference facilities. The steps for each case are listed below:

NEW VC FACILITY DEVELOPMENT

Step 1: The department, school, centre, or institute submits a VC Facility Development Request Form to FoM Facilities. [<http://facilities.med.ubc.ca/room-booking/forms/facility-form/>]

Step 2: Facilities/MedIT conducts a videoconference space needs assessment, identifies potential videoconference space, obtains facility modification cost estimate, determines AV/IT infrastructure requirements, prepares AV technology cost estimate, and confirms funding sources.

If the request is approved, the department, school, centre, or institute is informed and proceeds to step 3.

If request is denied, the department, school, centre, or institute is provided alternative options for videoconference capability

Step 3: Facilities/MedIT coordinates facility design, develops AV systems and associated infrastructure design, and estimates operating costs.

Step 4: The Head of the department, school, centre or instituted signs-off on the Purchase Order for VC equipment and the Service Level Agreement for ongoing tech support (if applicable).

The department, school, centre, or institute agrees that the booking of the facility will be through the FoM centralized room booking system, and that the facility will be shared with other FoM units as per the FoM room booking policy #2.

Step 5: Facilities/MedIT manages facility construction/renovation, AV procurement and implementation (includes purchasing, installing, testing, commissioning & turning over).

Step 6: The department, school, centre, or institute accepts turnover and the responsibility for ongoing operating costs.

INTEGRATION OF EXISTING FACILITY

Step 1: The department, school, centre, or institute submits the VC Facility Development Request Form to FoM Facilities. [<http://facilities.med.ubc.ca/room-booking/forms/facility-form/>]

Step 2: MedIT performs an assessment of equipment, determines network and technical feasibility, determines AV/IT infrastructure requirements, prepares AV technology cost estimate, confirms funding sources.

If request is approved, the department, school, centre, or institute is informed and proceeds to step 3.

VIDEOCONFERENCE FACILITY DEVELOPMENT PROCESS

If request is denied, the department, school, centre, or institute is provided alternative options for videoconference capability.

Step 3: MedIT develops AV system and associated infrastructure design modification, and estimates operating costs.

Step 4: The Head of the department, school, centre, or institute signs-off on the Purchase Order for VC equipment and the Service Level Agreement for ongoing tech support and integration into the FoM VC network (if applicable).

The department, school, centre, or institute agrees that the booking of the facility will be through the FoM centralized booking system, and that the facility will be shared with other FoM units as per the FoM room booking policy #2 (if applicable).

Step 5: MedIT liaises with department, school, centre or institute on AV procurement and implementation (includes purchasing, installing, testing, commissioning and turning over).

Step 6: The department, school, centre or institute accepts turnover and the responsibility for ongoing operating costs.

ROOM ACCESS AND SECURITY

Access to the facility and security of the equipment will be addressed in the video conference room assessment. Appropriate signage for room access and proper lock or key card system should be in place to manage access to the room and minimize the risk of theft and vandalism.
