

# RECAP

## Audio and Web Conferencing Stakeholder Meeting



### Attendees

Anderson, Linda  
 Betsacon, Nick  
 Blachard, Dale  
 Brock, Malia  
 Carleton, Russell  
 Cruce, Lori  
 Davis, Herman  
 Devine, Leslie  
 Fery, Debbie  
 Fouts, Mark  
 Gibson, David  
 Goldsmith, Bob  
 Hale, Scott  
 Hebert, Brian  
 Hein, Suzanne  
 Hoots, Brian  
 Hudson, Kevin  
 Johnson, Jerry  
 Kahler, Dick  
 LeVeaux, Lori  
 Malstrom, Marcia  
 Matheson, Jay  
 McSpaden, Sean  
 Morales, Marshall  
 Palacios, Dan  
 Patnode, Samie  
 Poppinga, Juliene  
 Rhinhardt, Cheri  
 Sellers, Nancy  
 Smith, Roelin  
 Stafford, Mike  
 Vincent, Steve  
 Voll, Scott  
 Walker, Shane  
 Wilcox, Leanne  
 Wilson, Paul

**Meeting Date:** July 29, 2009  
**Time:** 8:30 – 10:30  
**Location:** Executive Building Conf Room A  
**Attendees:** See list at left

ITEM	DISCUSSION
<b>Intro and General Discussion</b>	
	Debbie introduced herself and discussed the mission for the forum. Broad group of representative joining the meeting. Good group on Audio and in person. Power point has begun.
<b>Project Management Support</b>	
	Debbie has advised that Linda Anderson will be moving onto another project and Suzanne Hein will now be the project manager for Audio Web Conferencing. Advised group that Suzanne will be communicating to stakeholders through emails, answering any questions stakeholders may have, provide status updates and track issues. Asked group if there were any additional expectations stakeholders would like Suzanne to provide. Collective answer was no.
<b>Why are we here?</b>	
	Debbie provided the background of how TSC got into the Audio Web conferencing business. IRMD used to provide services and due to reorganization and SDC staffing TSC picked up the service because customers were calling needing assistance. Revenues supported existing costs and emergency limitation was given, but TSC did not anticipate continuing to provide audio services and did not have a limitation budget going into 07_09. TSC continues to provide this service without limitation to support it correctly. Web Conferencing is a natural extension of audio conferencing and uses infrastructure we already pay for and have access to. However, we are not competitive and it is not in the States best interest to continue to use TSC for audio purposes.
<b>Stakeholder Survey</b>	
	We don't have the necessary data available to be able to make an accurate analysis of who is using what and when to be able to negotiate a contract that could meet collective needs. This is why it is important to gather survey information. Survey is located at: <a href="http://www.oregon.gov/DAS/OP/docs/tsc/Audio_Web_Survey.pdf">http://www.oregon.gov/DAS/OP/docs/tsc/Audio_Web_Survey.pdf</a> if you have not taken it, please do and email to Suzanne at the number below or fax to: 503-378-5543

For more information contact: Suzanne Hein, | [suzanne.hein@state.or.us](mailto:suzanne.hein@state.or.us) | 503-373-1371

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## Usage and Missing Information

We need to know what stakeholders need, how much they use, what type of equipment they have, how much they are spending on services, if they see an increased need, if it was available and easy to use would they use it, etc. Stakeholders brought up questions regarding recording, retrieval, archiving, ease of use, billing breakdowns, voice over IP or traditional phone lines, bandwidth, etc.

## In source vs. Outsource

Debbie explained that because of TSC's limited ability to provide flexible audio and web conferencing services at an affordable rate the general feeling is to outsource. Decision based on Rates and Usage.

In source - Currently DAS offers 4 mechanisms and 4 rate models.

Outsource – Currently some users are negotiating and purchasing their own services.

Use of Audio and Web conferencing under utilized and huge growth is expected.

## Contracts

Need to review existing contracts to see if they still meet business needs. ATT contract is expensive, Verizon is always booked. Different providers have pros and cons to each contract pricing and need to look at individual need to see what is best for what type of use. Debbie explained she is looking to negotiate 3 types of contracts.

Buss Pass Rate (anytime, anyplace, anywhere)

Per Drink

Full Meal Deal

She advised that providers talked to are willing to negotiate a tiered approach based on usage.

## Business Requirements

Comment made that it is a whole different playing field now than when the contract was put in place. General feeling is that it does not meet the Business Requirements. Question was asked. If we decide to outsource do you want TSC to outline the requirements and negotiate with ATT or solicit for another contract. The collective answer was yes. Stakeholders did not feel a need to form a subcommittee and trusts TSC to negotiate and make decisions based on what is good for the collective whole. Some Business Requirements discussed were a web based customer account where you could log in and see usage. Breakdown in billing separate from phone bill. Training provided by Vendor. Recording and provide delivery or link for retrieval of recording. If hardware is needed it should be purchased or provided at a bulk rate. Number of ports should be at least 125 for any customer at any given time. Would like to negotiate a contract that will not be renegotiated in another 2 years.

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## Q and A

Questions were asked throughout forum and answered.

Stakeholder requested that Debbie provide Use Cases for different examples of audio/web conferencing and how cost would be applied. Yes, Debbie agreed to this.

If we did in source, could TSC keep up with the technological demands? Answer was without the FTE and the available funds, No.

If we outsource, do you want TSC to outline the requirements and negotiate with ATT or solicit for another contract? Answer was a collective Yes.

If TSC negotiates an outsourced provider, would stakeholders use it? Collective answer was if it was cheap and easy to use, then yes.

How involved is State Archives in this process? Archiving is a business responsibility. It is up to each Agency/Division to follow their own retention schedule and archival process.

Recording and Archiving – Should it be included in services? Do not know; it could be too expensive for those who don't use the service. TBD

Will Agencies have to upgrade hardware or software? Maybe, but cost should be minimal. Would like to find services where quality of PC is neutral.

## Next Steps

Use Cases

Gap Analysis – Between Business Requirements and ATT Contract

CSR for procurement (ask about IRR)

Transition for Customers

**Next meeting: TBD**

**Next Communication: By August 7, 2009**

**Audio Web Conferencing Project 09-11 web link:**

[http://www.oregon.gov/DAS/OP/tsc\\_video.shtml](http://www.oregon.gov/DAS/OP/tsc_video.shtml)