

Virtual Visits - Tech WG

Summary of Meetings

Open Questions

- ▶ How can IT-CDA help VV sites?
 - ▶ By improving technical setups
 - ▶ By selecting the right communication channel
 - ▶ By providing technical support
 - ▶ Tests with remote sites before the visit
 - ▶ Connection startups for the visit
 - ▶ Equipment operation, production during the visit
- ▶ Additional questions
 - ▶ How many visits do you have ?
 - ▶ At what day of the week and time of the day ?

Improving Technical Setups

Experiment	Actions	Supported
ATLAS	Better control screen and UI Need for external ear headset Be able to move around Possibility to assign the floor Improve recording workflow 360° recordings and transmissions	Yes
CMS	No suitable location for fixed setup Better mike Automated PiP generation 360° recordings and transmissions	No (cannot support mobile equipment)
LHCb	Separating VV from meeting room Adding headsets Improving camera presets	Yes
ALICE	Update price offer	Not yet

Selecting the Right Communication Channel

Experiment	Comment
ATLAS	Uses Vidyo + CERN webcast
CMS	Uses Vidyo + Vidyo webcast
LHCb	Uses Vidyo - No webcast
ALICE	Uses Vidyo - No webcast

- ▶ Everyone is satisfied with Vidyo
- ▶ No guaranteed support owh; a piquet would be too costly
- ▶ In exceptional cases, need to use Google hangouts or Skype
 - ▶ Compatibility studied
- ▶ Need to stream to Facebook Live or Periscope
 - ▶ Should be possible; recipes will be established

Providing Technical Support

Experiment	Need
ATLAS	Tests of remote sites Connection startups Equipment check 30mn before Troubleshoot issues
CMS	Tests of remote sites
LHCb	Tests of remote sites Connection startups Troubleshoot issues
ALICE	Tests of remote sites Connection startups

- ▶ No one needs remote or local operation
- ▶ Everyone wants tests of remote sites

Providing Technical Support

Experiment	How many, who and when
ATLAS	8 per month; 50% owh; 1 site
CMS	8-10 per month; 50% owh; 1 site
LHCb	1-2 per month; 50% owh ; 1 site
ALICE	2-3 per month ; 50% owh; 1 site

- ▶ Missing figures for CERN VV

Providing Technical Support

- ▶ Estimating feasibility and costs
 - ▶ Tests: 45mn per site
 - ▶ Connection + troubleshooting: duration of the visit + 30mn
 - ▶ Cost depends on week day and day time
 - ▶ No local presence means parallelizing is possible
- ▶ Under current support contract
 - ▶ Need to warn 2 weeks in advance for owh during working days, and Saturdays
 - ▶ 1 month in advance for Sundays
- ▶ Costs:
 - ▶ Mon-Sat 6h-20h: 48 CHF/hour
 - ▶ Mon-Sat 20h-6h: 96 CHF/hour
 - ▶ Sun: 96CHF/hour