



# ISG and EAP IT Support

The Cong Giang  
EAP IT Manager



## EAPVP and ISG CIO VP Meeting

- GDLN plays a key role in EAP, and ISG has played a crucial role in the design and technical innovations for GDLN services.
- For this reason, the Region requested that ISG considers formalizing the arrangements for technical advice and direct support to EAP.
- The Region and ISG should work more closely in planning and budgeting for new centers.
- **Action:** Le Vu (ISGGC) will prepare a technical support plan for GDLN with discussions on a cost recovery method to provide this support.

EAP IT Team



# Equipment Distribution

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- WBG – IFC, IFC, IDLC, and GDLC
- HQs vs. COs

EAP IT Team



# ISG/EAPIT Direct Support

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## Co-Located GDLN sites:

- Local ITs are responsible for VCs for both WB CO and Co-Located GDLN
- Scheduling via ISGKiosk
- Upgrade/replacement – ISG/regional IT team

EAP IT Team



# ISG/EAPIT Direct Support

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## Stand-alone Sites

- ISG provided equipment: under warranty?
- Advisory technical support
- Regional IT team's role in coordination with ISG team

EAP IT Team



# General Support/Service

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- WB Global Videoconference Service
- Network Operations Center (NOC)
- VC Scheduling System
- Engineer's Role in TDLC, technical HUB?
- Future expansion: HCMC, Laos, Cambodia
- Help collocate sites if needed, using WB infrastructure (VSAT, leased lines)

EAP IT Team



- Each Country Team Report IT issues, problems

EAP IT Team



# Problem - Issues

- Hardware
- Software
- Connection and standardization
- Communications with ISG/EAP Teams
- Work with NOC/VC team

Website <http://vc/FAQ.htm>

EAP IT Team



# Common Problems

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- See yourself
- PIP (on/off)
- Image but no voice or voice but no image
- Interpretation and interference
- Echo
- Camera does not move or shaking
- Testing
- Others

EAP IT Team



# Discussion/Action

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- How to provide better support to GDLN
  - ISG
  - EAPIT Team
  - Technical Teams at GDLN
- VC Scheduling
  - Contact points
  - Testing/Dry run
  - Cost

EAP IT Team



# Action Items

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- ISG
- EAP IT
- GDLN Technical Team
- Technical Team Meeting via Audio/Skype?

EAP IT Team