

Module 3, Part 2: VC Technologies

The Cong Giang

IT Issues Session: Group work

Background:

Participants were divided into two groups to share IT issues and report back by location.

Group 1:

Cambodia: We have no problems with hardware or software. We have issues with connections to wrong rooms. It seems that there is a miscommunication between NOC and room booking.

Thailand: When we have a regional VC, especially when it involves Vietnam, we get noise interference from audio and interpretation.

Vietnam: The current equipment is co-located with the World Bank and there is no problem.

Fiji: We can't rely on local power. (The Cong Giang suggested the issue might be addressed by getting a generator.)

China: The 15 sites have old equipment. The lead line is unstable and they need to call to reconnect. Sometimes they have delayed voice issues.

Questions to ISG:

Thailand: What is the contact information/point person for ISG?

Fiji: Is troubleshooting available all day?

Fiji: What is the response time?

Group 2:

Mongolia: Quality of VC is not equal in the region. There are audio and testing problems. Audio is not as good quality when connecting to DLCs that are not co-located at World Bank offices.

Timor Leste: Connection problem with Portugal ISDN. We have needed to use a new ISDN every time. Portugal has one number but after a few days it didn't work. Problems started when the new codec was installed. Also, the translation equipment doesn't work properly, the remote doesn't work well. Clients see you fiddling with it and affects our image/credibility.

PNG: Similar issue to Mongolia. Bank co-located DLCs are ok but audio not always goes well with other DLCs. Testing looks ok but then something goes wrong. Also, our left screen is below 24. We get blurry on the left screen. (The Cong Giang suggested switching polycom off and back on, and checking light bulbs as they usually lasts for 500 hours and the quality of the bulb diminishes with time. Finally, it was also suggested the lenses on projectors and the actual screen need to be clean of any dust that might be affecting the image).

Indonesia:

University of Udayana: Problem with document camera. Slides on color cannot be seen.
University of Indonesia: NOC cannot call us, only we can call them. Quality is a problem; calls to Washington, D.C. are usually disconnected outside their business hours.

Questions to ISG:

- Can we have a regional technical representative rather than depending on Washington DC? (The role of the technical function under the new Asia Pacific Association was discussed, but that would be a medium to long-term possibility. It was suggested that a Technical team VC was held every two months.)
- How do we handle defective equipment? (Some options were discussed but it seems to be on a case by case basis and perhaps procedures/guidelines need to be developed).
- We were tested this month but 4 sites in Indonesia are not certified yet. When do we get our certification?