

Report: Use of SmartVideo at the U.S. State Department

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Background

In November 2003, the International Information Program informed eDiplomacy that they were testing a new Internet video streaming technology. To test and solicit feedback, IIP archived Under Secretary-designate Margaret Tutwiler's nomination hearing before the Foreign Relations Committee. (You can see it on the SmartVideo site under the U.S. State Department Directory. Logon as a client.)

Intrigued by the clarity of the video playback and the ease of set up, the Office of eDiplomacy began investigating. After meeting with IIP proponents and teleconferencing with the vice president of project management, Paul Lloyd, the eDiplomacy proposed using SmartVideo along with other videoconferencing mechanisms during the upcoming New Diplomacy Conference, March 9-10, 2004.

March 4 Test

In preparation for the conference, a test of SmartVideo was proposed to take place a week before the conference at 7AM. We asked the New Diplomacy Global Task Force for volunteers. Fifteen signed up.

March 9 Test

Almost two dozen task force members and others have logged on to see the presentations and hear the remarks of U/S Green and DCIO Holmes. Viewers'

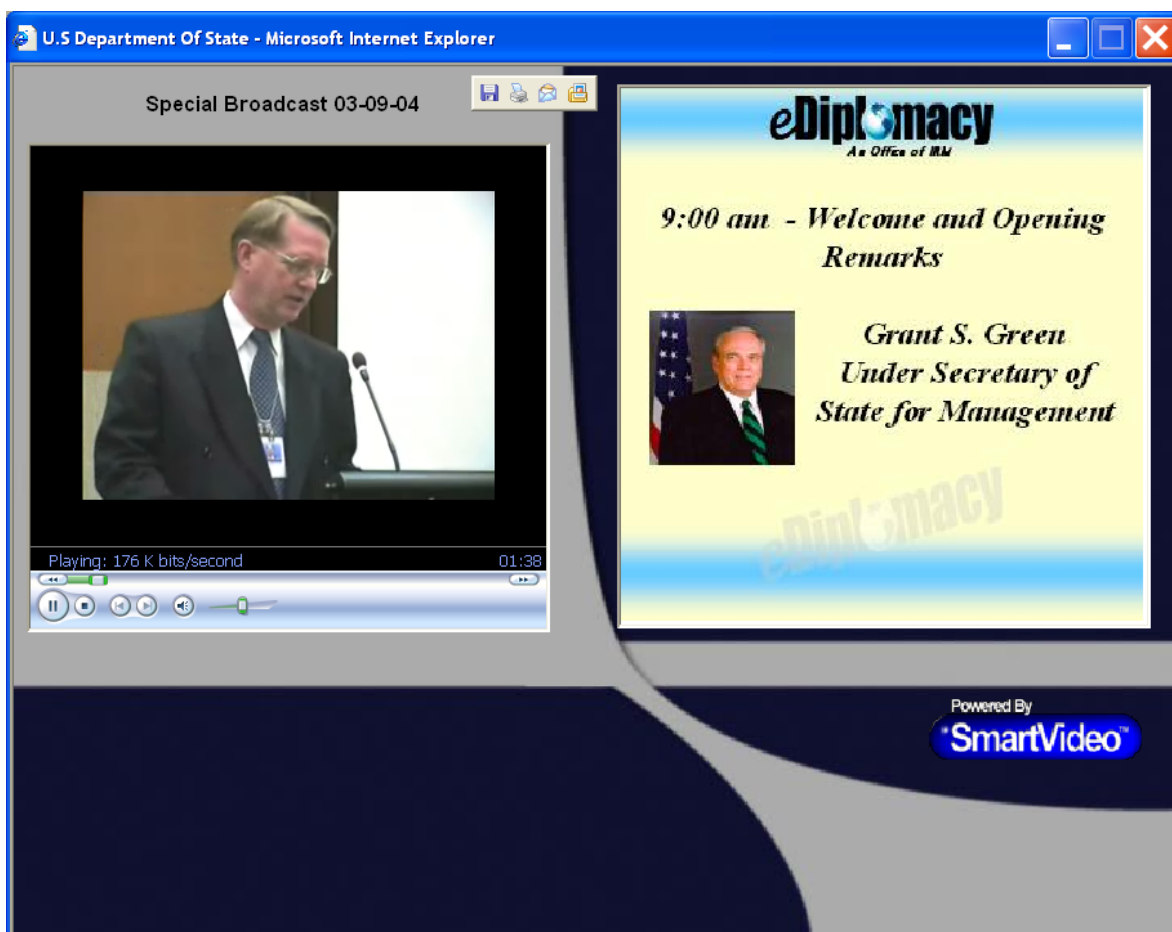
comments have been favorable. Those who could not be there are especially appreciative of being able to see the presentation simultaneously while watching the speaker. (In fact, Amb. Holmes was able to see his own remarks and presentation immediately following delivery.)

SmartVideo provides these diplomats with ample ideas for how to use it in their practice area.

What is SmartVideo?

SmartVideo provides quality video broadcasts for even low connection speeds.

SmartVideo's patent-pending¹, web-based process compresses a one-way videostream and packages it with graphics. Dial-up viewers can experience a broadcast that includes video at 15 frames per second at connection speeds as low as 23Kbps. The viewer sees simultaneously both the video and the slide presentation.



The two-way interactive dimension is achieved through a real-time one-way Internet commenting from viewers that is received at the operator's console. If both an

¹ Twenty-five patents have been filed.

operator and a moderator are managing the meeting, the operator verbally conveys to the moderator. See Appendix A for an example of the log created from multiple participants.

Who is using SmartVideo?

According to their website, SmartVideo is being used by the U.S. Navy to distribute educational content to students of the Naval Post-Graduate School located at remote duty stations. SmartVideo reports their services have been used successfully by W.H.O. to broadcast meetings from Geneva, Switzerland. There are other corporate, government, and NGOs using the system.

After his speech March 9, Amb. Holmes stopped by the exhibit to see the replay. Task Force members who have successfully viewed the March 9 broadcast include Tom Niblock, Tom Smitham, Matt Burns, James Norton, Dean Thompson and others. Tom Niblock reported: "I have good sound and video here in Port Moresby."

Does it work?

Yes, with a few minor constraints based on system requirements.

Because SmartVideo is a web service that works with Windows Media Player, common to most State desktops, there are no downloads required. The website provides a quick test of the user's system. The current user requirements are:

- 250MHz Intel Pentium or equivalent AMD Processor with 32MB of RAM Memory
- 56Kbps modem, DSL, Cable Modem, LAN (Local Area Network) connection, with 23Kbps or greater bandwidth
- 16bit sound card with operating speakers
- 16bit color video display card
- Microsoft Windows® 98, ME, XP or Windows® 2000 Operating System
- Microsoft Internet Explorer 5.5
- Windows® Media Player 9 or greater, DO NOT install on the Windows® NT operating system. (See Note below)
- Speakers if more than one person is viewing at the same PC.
- NOTES: 1) Windows® NT supports only Windows® Media Player 6.4, which will play SmartVideo media at reduced quality. 2) Windows XP comes with Windows Media Player 8.0 installed. SmartVideo has found this version to be unreliable. Please upgrade to 9.0. 3) Below 23Kbps, SmartVideo turns off the video portion of the presentation. The viewer will be able to participate in the presentation with audio, slides and chat. 4) The system will not work with Netscape or Mac connections. 5) If you receive a note on pop-ups, just click through. The system can handle them, but the message may be confusing. 6) Users will be able to see,

but those at the point of the broadcast origin will not be able to see users, but will be able to see who has signed on.

The SmartVideo customer service and technical support staff can be reached by phone or email. Simply dial (770) 729-8777, 1 (866) 538-7683 or support@smartvideo.com.

For those generating the broadcast, here are the known requirements:

- Raw Internet (no Intranet required) to access SmartVideo for incoming real-time comments.
- State-approved equipment (laptop or desktop) configured to reach the Internet and receive the comments
- 3 ISDN lines for 384 kpbs maximum speed (and best quality)
- Videoconferencing equipment that uses ISDN lines.
- Careful positioning of the videoconference camera to avoid cutting off heads!
- Slides formatted to the SmartVideo format.
- About 15 minutes from the time the broadcast is initiated until users can see it.
- In addition, users will see the live broadcast with a 15- to 30-second delay.
- NOTES: 1) The firewall should not be an issue for unclassified exchanges, since there are no downloadables and no requirements involving the intranet. 2) IRM/TWD has compiled a list of videoconferencing facilities at State's disposal. <http://twdweb.irm.state.gov/web/video/>

To view the log of the comments collected at the two tests, follow these instructions:

```
login: stateadmin
pwd: state76!
Choose: Manage Broadcast ->March 4th test ->VideoTestMarch
4th -> View Chat Log
```

Other Limitations

To fit the broadcast page, slide dimensions are customized. System administrators or presentation developers must either design their presentation specifically for this application or reformat to fit the squarer outline for SmartVideo use.

Users, who intend on attending a live broadcast, should be advised to use the website <<http://www.smartvideo.com>> to test their system ahead of the scheduled broadcast. Allow time so that modifications can be made if necessary. Log in and click on "test your system".

Currently, IRM uses Windows Media Player 6.0. I asked to have my machine upgraded to 9.0. The upgrade didn't work. I could not play any video. The Help

Desk is notifying ENM that their build did not work. We will report on any changes to the status of 9.0 being installed IRM-wide.

Is it to easy to set up and use?

SmartVideo is eager to work with State and has been very involved in helping learn State's requirements and helping us learn their requirements. We've collected all the requirements data in this report that the general user needs to get started. We have not loaded our own slides, but the templates appear to be fairly user-friendly. Applications other than live broadcasts and video on demand have not yet been explored.

The March 4 Test and the March 9 Live Broadcast were limited primarily to testing the systems. Nonetheless, task force members had interesting suggestions for further use:

Todd Kushner	<p>That so many people are having trouble logging in is no doubt frustrating. But if we can figure out how to overcome those problems, I think this type of interactive webcast could be very useful to our work.</p> <p>For example, trade issues in EUR are frequently coordinated through telephone conference calls with USEU Brussels, Washington agencies (USTR, Commerce, EB), and EUR posts. As you might guess these calls are often chaotic. I think the webcase technology would work much better.</p>
Susan Swart	<p>Can presentations be stored and viewed using this service at a time most advantageous to the user? This would be great for town hall meetings etc.</p>
Todd Kushner	<p>May I also take the opportunity to praise Joe Johnson's piece "IT: Spending is Not Enough" in the Feb FSJ? Some very good insights and questions, especially regarding the dept's "buying its way out of operational problems instead of learning better ways to use what it's got"</p>
Praveen Menon	<p>Certainly a good technology and can be used at various levels in the State Department. This should be used more often and all should be aware of that. It is certainly a cost saving process</p>

The reporting mechanism accompanying SmartVideo can collect a lot of usage data. (See Appendix E shows the report that captures data about usage of the March 9 broadcast.) We have yet to take advantage of this mechanism. According to SmartVideo much can be turned on or off depending on what data State wants to collect and for how long.

How much does it cost?

These are the costs identified:

- US\$.05 per user per minute for State users
- Cost of the ISDN usage.

- Time to install upgrades to software.

Other videoconferencing alternatives

BNET Online is offering some video solutions that provide possible alternatives to viewing and recording live presentations. While similar to SmartVideo in offering one-way streaming video, BNET does not yet offer a two-way alternative. Currently, they offer pre-recorded presentations when not conflicting with their scheduled priorities:

1. Hearings on the Hill
2. Who is speaking
3. Daily briefings

The pilot at 10 State buildings in Washington, D.C. is drawing to a close. Rollout to other sites is planned. Video-on-demand is dependent on a funding request for FY 2006.

-----Original Message-----

From: Sopensky, Emily A
Sent: Wednesday, March 24, 2004 2:38 PM
To: Yanci, Joseph T
Subject: RE: Report: SmartVideo tests

Joe,

Thanks for the feedback. I'll include a section on BNET. Here're comments on BNET in comparison to SmartVideo, based on my understanding (which may be limited!). Note,too, that this comparing apples & oranges.

2. They take up more bandwidth.
3. They cannot provide the interactive component.
4. The one problem that they have not yet overcome that may be insurmountable is Section 508. How do you provide the service to everyone including those who are visually or audially challenged?

After sending you the note re FSI, I tried their web site and viewed a few distant learning items. Didn't find anything indicating canned video over the network, however. Could be their video presentations, if any, are provided via cdrom. jty

Re; FSI.

One can presume that they have canned prerecorded video, but I was unsuccessful in finding any ('though I did not go "hog wild" to track this down!) Nor do they have any video on demand capability that I'm aware of.

Their Fastrac distance learning is an outsourced package deal from many vendors. Primarily light-weight material.

Odd about the clip. However, IRM is still on 6.4 Windows media Player. I'm trying to use with 9.0 but so far the install has not worked. Am tracking down the WMP experts on this.

Given the ability of SmartVideo to be viewable in remote places (note Niblock was able to in Port Moresby), there are some advantages to the SmartVideo.

Btw, went to FOSE with David Round, Pete DiMichele and Charles Irons to see the Cordian MCU. Way cool! Doesn't care whether it's a Tandberg, Polychom or whatever IP videoconferencing system. Plus, the flash card with the config on it is transportable. They're hoping to by one for VC. 20 or 40 ports easy. 80-port coming in 6 mos. up to 16 video points on the screen. cheap too.

-----Original Message-----

From: Yanci, Joseph T

Sent: Wednesday, March 24, 2004 2:12 PM
To: Sopensky, Emily A
Subject: RE: Report: SmartVideo tests

Emily, good report.

Comment:

B-NET offers live video feeds and recorded clips and, I assume, is ready for roll-out on OpenNet. Does SmartVideo offer something better, cheaper, faster for our Intranet customers? Also, FSI has a large computer-based training program, and I assume canned/prerecorded video is used for some training modules. If true, I wouldn't market SmartVideo as a static training solution if FSI already employs a like technology. Finally, I tried twice to view the video clip. Clip started both times but stopped during the presentation at different intervals. Never did make through the entire presentation. jty

<http://hrweb.hr.state.gov/er/NewToER/SOPs/AnnouncementEtc.html> [audix messages only for emergency purposes]

Conclusions

The March 4 test provided the opportunity to work out the differences in vendor's and our expectations. It also provided eDiplomacy with the opportunity to catalog some of the diverse issues associated with deploying a technology solution State-wide.

The March 9 broadcast further demonstrated the narrowcasting ability (DCM Niblock viewed it from a dialup in Port Moresby).

Although not ideal, the incoming communication from users is functional. It also allows easy capture and reporting.

The vendor is eager to continually improve the user interface to make it as easy as possible to use.

The larger questions of archiving video on demand and searching for shows have not yet been addressed.

Recommendations

1. Some of those who missed the live broadcasts and viewed the video on demand suggest using it at the IMO conference at the end of April.

Ambassador Holmes is interested in pursuing this. Given SmartVideo's success broadcasting W.H.O meetings from Geneva, and our own success in working out some of the "kinks" in using SmartVideo, **the Office of eDiplomacy encourages the use of this technology for the conference.** We recommend that one or more sessions be selected to best use the technology.

Since the SmartVideo captures comments or questions from the remote viewers, perhaps one or more of the interactive sessions could be designated for SmartVideo.

It may also be an opportunity to capture one of the information presentations on SMART that precede the pilot tests.

2. If Recommendation 1 is pursued, those managing the SmartVideo should

extend the experiment with selecting useful reporting measures.

Appendix A: Test Reports

March 4 Test

In preparation for the conference, a test of SmartVideo was proposed to take place a week before the conference at 7AM. We asked the New Diplomacy Global Task Force for volunteers. Fifteen signed up.

We discovered:

1. The Office of eDiplomacy videoconference system is IP-based.
2. The IP version of SmartVideo is planned but not yet available.
3. The conference rooms available with videoconferencing capabilities were unavailable for the test. But some bureaus make their rooms available.
4. Using a directory recently compiled by IRM/TWD, we found a room available in EAP.
5. One of the three ISDN lines was non-functional. This impacted the quality of the delivery of SmartVideo. (The signal went out at 128 kpbs instead of 384.).
6. We were unable to zoom in an out without making it largely unviewable to users. (Lack of bandwidth.)
7. Some task force members are on Windows NT, which is limited to 6.5 or lower versions of Windows Media Player. SmartVideo works best with 9.0 or higher.
8. Windows XP comes packaged with Windows Media Player 8.0. SmartVideo delivery is uneven and problematic with this version. In addition to upgrading to 9.0, the Hardware Selector must be set to "None".
9. A log of the task force members' input is in Appendix _.

Input Log, March 4, 2004 Test

Log pulled Tuesday, March 16, 2004.

login: stateadmin

pwd: state76!

Choose: Manage Broadcast -> March 4th Test - Video Broadcast-> View Chat Log

Welcome State Department Administrator

Time Zone: Eastern Time Current Date/Time 3/18/2004 4:18:38 PM

[Main Page](#) | [Log off](#)

[Show](#)-> Show Chat Logs

Name	ChatText
Andre Goodfriend	Has Joined.
Michael Bricker	Has Joined.
pd	Has Joined.
Tom Niblock	Has Joined.
Greg Goble - RPO Vienna	Has Joined.
Praveen Menon	Has Joined.

Tom Niblock	Has Joined.
Tom Niblock	
Tom Niblock	anyone home?
Greg Goble - RPO Vienna	Are we on the air? I have no audio/video feed at the moment. -Greg
Bryan Berry	Has Joined.
Bryan Berry	Has Joined.
aaa@aaa.aaa	Has Joined.
aaa@aaa.aaa	Has Joined.
aaa@aaa.aaa	Has Joined.
aaa@aaa.aaa	Has Joined.
aaa@aaa.aaa	Has Joined.
aaa@aaa.aaa	Has Joined.
aaa@aaa.aaa	Has Joined.
Todd Kushner	Has Joined.
aaa@aaa.aaa	Has Joined.
Greg Goble - RPO Vienna	Has Joined.
Susan Swart	Has Joined.
Todd Kushner	Has Joined.
aaa@aaa.com	Has Joined.
Greg Goble - RPO Vienna	Has Joined.
pd	Has Joined.
Bryan Berry	Has Joined.
pd	This is a test of the chat
Greg Goble - RPO Vienna	Audio feed is coming through fine. Greg (RPO Vienna) Still waiting for video ;-)
Susan Swart	Has Joined.
Praveen Menon	No audio or video yet! This is post Doha.
Greg Goble - RPO Vienna	Still no video.
Bryan Berry	Has Joined.
Greg Goble - RPO Vienna	Am I the only one without video? -Greg (RPO Vienna)
aaa@aaa.com	This is Todd Kushner in The Hague. I can see and hear you fine.
Susan Swart	I can see you but there is a multi-minute delay, you still haven't waved yet. Susan Swart Cairo
Greg Goble - RPO Vienna	Has Joined.
Todd Kushner	Has Joined.
Todd Kushner	I am now logged back in. Todd Kushner
Greg Goble - RPO Vienna	Can you see my text? -Greg
Susan Swart	Has Joined.
Jennifer	Has Joined.

Greg Goble - RPO Vienna	FYI: I still have no video. Just audio, but please continue.
pd	This Paul Lloyd from SmartVideo, the picture looks good and the audio is now good.
Susan Swart	the audio and slides are in synch, still long delays on video. Susan, Cairo
Todd Kushner	Please do send some information about costs and logistics for setting up International Information Programs webcasts. Todd
Greg Goble - RPO Vienna	I have a 2Megabit line which is about equal to a T2/3 line in the U.S. So my bandwidth should not be the problem with not having video. Audio is excellent- Greg
Praveen Menon	Has Joined.
Susan Swart	You all haven't moved in about 5 minutes. I can tell because there is a counter.
Todd Kushner	In the Hague, once logged on we have had no technical problems. Can see and hear you and the slides fine. Todd
Greg Goble - RPO Vienna	Another note: Greg is on a DIN and not connected through OpenNet.
Andre Goodfriend	Is anybody there?
Greg Goble - RPO Vienna	Slides and audio only :-)
Greg Goble - RPO Vienna	Yes, Greg
Praveen Menon	I can see it now in Doha
Greg Goble - RPO Vienna	I'll try again!
Greg Goble - RPO Vienna	I'm getting audio and slides only. I'll log on again. -Greg
Greg Goble - RPO Vienna	Has Joined.
Curtis	Has Joined.
Praveen Menon	Doha is watching on PD Net only after I logged off and logged in again. Praveen.
Susan Swart	Has Joined.
Greg Goble - RPO Vienna	Has Joined.
Greg Goble - RPO Vienna	Back online...no video. Question to other viewers: Are they using IE browser to view this or Windows Media Player? -Greg
Praveen Menon	Thank you! Glad to join you! Praveen
Greg Goble - RPO Vienna	OR Windows Media Player? -Greg
Susan Swart	My video does not change unless I logon and then log off. The audio and slides are fine. Susan, Cairo
Greg Goble - RPO Vienna	thx -Greg
Greg Goble - RPO Vienna	10-4
Jennifer	Has Joined.
pd	You must use Windows Explorer and Windows Media player. Greg may be running Windows XP. If so he needs to turn off his hardware accelerator, this is part of the Test

	your system. Paul
Greg Goble - RPO Vienna	It is just that the link launched my IE for viewing the streaming video. -Greg
Praveen Menon	IE 5.5 Media Player v 9.0 at Doha on DIN (ISDN Connection) Visuals are clear. Sound is great. Can do with a little bit of zooming in on the speaker if possible as we can do with a DVC?
Jennifer	still can't receive video and we are in Washington. Jennifer W.
Greg Goble - RPO Vienna	Joe, it was nice hearing from you. We last saw each other at the first Net Diplomacy Conference in D.C. I gotta get back to teaching 7 Habits!
Todd Kushner	That so many people are having trouble logging in is no doubt frustrating. But if we can figure out how to overcome those problems, I think this type of interactive webcast could be very useful to our work. For example, trade issues in EUR are frequently coordinated through telephone conference calls with USEU Brussels, Washington agencies (USTR, Commerce, EB), and EUR posts. As you might guess these calls are often chaotic. I think the webcast technology would work much better. Todd
Greg Goble - RPO Vienna	I'll hope we can test this again another time. I hope to get my Media Player to launch as default next time. Thanks all & good lunch!
Gary Galloway	Has Joined.
Susan Swart	Can presentations be stored and viewed using this service at a time most advantageous to the user? This would be great for town hall meetings etc.
Gary Galloway	I can see the first slide, but no video or sound yet. - Gary from Room 1442 HST
Michael Bricker	any one out there? Michael Bricker IMO USUN, NY
Michael Bricker	Has Joined.
Tom Niblock	Has Joined.
Michael Bricker	Never got anything!! I waited from 0655 hrs to 0750 hrs.
Todd Kushner	May I also take the opportunity to praise Joe Johnson's piece "IT:Spending is Not Enough" in the Feb FSJ? Some very good insights and questions, especially regarding the dept's "buying its way out of operational problems instead of learning better ways to use what it's got" Todd
Praveen Menon	Certainly a good technology and can be used at various levels in the State Department. This should be used more often and all should be aware of that. It is certainly a cost saving process. Thank you, Praveen, Doha
Todd Kushner	Thanks!
Susan Swart	The audio is really very good, we or at least I can hear all the conversation between you.
Praveen Menon	Bye and have a nice day!
Gary Galloway (2)	Has Joined.
Gary Galloway (2)	Back up after numerous tries. Still no video or sound. Gary.

Gary Galloway (2)	Still on Audience Participation slide.
Gary Galloway (2)	Has Joined.
Gary Galloway (2)	Has Joined.
Gary Galloway (2)	Has Joined.
Pd	Has Joined.
Gary Galloway (2)	Has Joined.
pd	Has Joined.
paul	Has Joined.
Tom Niblock	Has Joined.
Thomas Niblock	Has Joined.
Thomas Niblock	Has Joined.
Tom Niblock	Has Joined.
pd	Has Joined.
curtis	Has Joined.
pd	Has Joined.
p	Has Joined.
p	Has Joined.
Naveed Iqbal	Has Joined.
Naveed Iqbal	Has Joined.
p	Has Joined.
emily	Has Joined.
emily	Has Joined.
Thomas Niblock	Has Joined.
Tom Niblock	Has Joined.
Thomas Niblock	Has Joined.
Tom Niblock	Has Joined.
Tom Niblock	Has Joined.
Tom Niblock	Has Joined.
Praveen Menon	Has Joined.
Monica Ferreira	Has Joined.
Monica Ferreira	Has Joined.
calvin	Has Joined.
calvin	Has Joined.
emily	Has Joined.
sopenskyea@state.gov	Has Joined.
Ensslin	Has Joined.

March 9 Test

To see this broadcast, SmartVideo has simplified the logon procedure.

1. Enter www.smartvideo.com/ediplomacy030904
2. Test your system, if you haven't already.
3. Click through and enter at least a name and email.

Input Log, March 9, 2004 Live Broadcast

Log pulled Tuesday, March 16, 2004. This includes those who viewed the video on demand from the Exhibit Hall after the live broadcast. Summary: 4 from the task force, 4 unknown, 6 non-task force members

9am EST UnderSecretary Green will open up the New Diplomacy Conference with his remarks.
9:30 AM EST Amb. Holmes will speak about New Diplomacy for 30 minutes.

Instructions to view the log of task force members' input:

login: stateadmin

pwd: state76!

Choose: Manage Broadcast ->Special Broadcast 3-9-04 -> View Chat Log



Welcome State Department Administrator

Time Zone: Eastern Time Current Date/Time 3/15/2004 5:22:50 PM

[Main Page](#) | [Log off](#)

[Show](#)-> Show Chat Logs

Name	ChatText
pd	Has Joined.
Tom Niblock	Has Joined.
your information	Has Joined.
SmartVideo	Has Joined.
richard@state dept	Has Joined.
SmartVideo	Has Joined.
Tom Niblock	I have good sound and video here in Port Moresby. Tom
pd	Can you tilt the camera up, we only have half of his head.
SmartVideo	Has Joined.
SmartVideo	Has Joined.
pd	Has Joined.
pd	Please move the camera back, you are cutting off the top of Mr. Green's head.
Gary Galloway	Has Joined.
SmartVideo	Has Joined.
richard@state dept	Has Joined.

Tom Niblock	Has Joined.
richard@state dept	Has Joined.
SmartVideo	Has Joined.
SmartVideo	Has Joined.
Tom Niblock	Has Joined.
Tom Niblock	Has Joined.
richard@state dept	Has Joined.
Larry McElroy	Has Joined.
mcfadden	Has Joined.
mcfadden	Has Joined.
Tom Niblock	Has Joined.
mcfadden	Has Joined.
Larry Mcelroy	Has Joined.
Tom Niblock	Has Joined.
mcfaddende	Has Joined.
Tom Niblock	Has Joined.
Tom Niblock	Has Joined.
larry mcelroy	Has Joined.
Larry McElroy	Has Joined.
Tom Niblock	Has Joined.
SmartVideo	Has Joined.
larry mcelroy	Has Joined.
matt	Has Joined.
larry mcelroy	Has Joined.
larry mcelroy	Has Joined.
Larry McElroy	Has Joined.
matt	Has Joined.
mcfaddende	Has Joined.
richard@state dept	Has Joined.
SmartVideo	Has Joined.
mcfaddende	Has Joined.
mcfaddende	Has Joined.
fdsfsdf	Has Joined.
mundy	Has Joined.
mcfaddende	Has Joined.
Tom Niblock	Has Joined.
Tom Niblock	Has Joined.
Tom Niblock	Has Joined.
paulette a. claiborne	Has Joined.
mundy	Has Joined.
Dale McFadden	Has Joined.
mcelroy Larry	Has Joined.
mcfadden	Has Joined.
mcfadden	Has Joined.
mcfadden	Has Joined.
mcfadden	Has Joined.
mcfadden	Has Joined.

mcfadden	Has Joined.
mcfadden	Has Joined.
mcfadden	Has Joined.
mcfadden	Has Joined.
mcfadden	Has Joined.
richard@state dept	Has Joined.
Dale McFadden	Has Joined.
mcihel	Has Joined.
James C. Norton	Has Joined.
Larry McElroy	Has Joined.
richard@state dept	Has Joined.
James C. Norton	Has Joined.
pd	Has Joined.
James C. Norton	Has Joined.
richard@state dept	Has Joined.
Edward Benny	Has Joined.
S	Has Joined.
S	Has Joined.
richard@state dept	Has Joined.
richard@state dept	Has Joined.
richard@state dept	Has Joined.
S	Has Joined.
S	Has Joined.
S	Has Joined.
S	Has Joined.
S	Has Joined.
S	Has Joined.
richard@state dept	Has Joined.
richard@state dept	Has Joined.
richard@state dept	Has Joined.
richard@state dept	Has Joined.
S	Has Joined.
S	Has Joined.
richard@state dept	Has Joined.
benny	Has Joined.
richard@state dept	Has Joined.
richard@state dept	Has Joined.
michael schneider	Has Joined.
Pat Meagher	Has Joined.
Sandra Bruckner	Has Joined.
AXZ Manufacturing	Has Joined.
Sandra Bruckner	Has Joined.
Michel	Has Joined.
Michel	Has Joined.
Emily Sopensky	Has Joined.
Emily Sopensky	Has Joined.

<https://www.smartvideo.com/svbroadcast/admin/cm/ViewShowChats.aspx?showid=695>

Appendix B: Windows XP Instructions

1. Select "Start" and then "Control Panel". (Control Panel is under Settings if you are using the "Classic Start Menu")
2. Double click on "Display".
3. Select the "Settings" tab at the top.
4. Click on the "Advanced" button.
5. Select the "Troubleshoot" tab at the top.
6. Select the "Hardware acceleration" bar and set it to "None"
7. Click "OK" and close the "Display" window properties.
8. **Also upgrade your media player to version 9.0, if you currently using media player 8.0**

You are now ready to see the video and can start your SmartVideo show.

Appendix C: Usage Report on March 9, 2004

UserName	Email	PhoneNum	ShowTitle	ViewStart	ViewEnd	ViewMinutes	BandWidth
pd	@	1	Special Broadcast 03-09-04	3/9/2004 8:45	3/9/2004 9:13	28	1399
Tom Niblock	niblocktom@hotmail.com	675 321 4982	Special Broadcast 03-09-04	3/9/2004 8:47	3/9/2004 9:40	53	184
your information	michel@cox.net	2027446345	Special Broadcast 03-09-04	3/9/2004 8:49	4/9/2004 8:49	1	3301
SmartVideo	@		Special Broadcast 03-09-04	3/9/2004 8:56	3/9/2004 9:02	6	1399
richard@state dept	reb@smvd	2344	Special Broadcast 03-09-04	3/9/2004 8:57	3/9/2004 9:44	47	32
SmartVideo	@		Special Broadcast 03-09-04	3/9/2004 9:04	3/9/2004 9:12	8	1224
SmartVideo	@		Special Broadcast 03-09-04	3/9/2004 9:12	4/9/2004 9:12	1	1399
SmartVideo	@		Special Broadcast 03-09-04	3/9/2004 9:12	3/9/2004 9:44	32	1224
pd	@	1	Special Broadcast 03-09-04	3/9/2004 9:14	3/9/2004 9:44	30	1399
Gary Galloway	GallowayGR@state.gov	202-736-7282	Special Broadcast 03-09-04	3/9/2004 9:33	3/9/2004 9:34	1	2103
SmartVideo	@		Special Broadcast 03-09-04	3/9/2004 9:47	3/9/2004 9:53	6	1224
richard@state dept	reb@smvd	2344	Special Broadcast 03-09-04	3/9/2004 9:49	3/9/2004 9:50	1	32
Tom Niblock	niblocktom@hotmail.com	675 321 4982	Special Broadcast 03-09-04	3/9/2004 9:50	3/9/2004 9:53	3	184
richard@state dept	reb@smvd	2344	Special Broadcast 03-09-04	3/9/2004 9:53	3/9/2004 9:55	2	32
SmartVideo	@		Special Broadcast 03-09-04	3/9/2004 9:53	4/9/2004 9:53	1	1224
SmartVideo	@		Special Broadcast 03-09-04	3/9/2004 9:53	3/9/2004 9:56	3	1224
Tom Niblock	niblocktom@hotmail.com	675 321 4982	Special Broadcast 03-09-04	3/9/2004 9:56	3/9/2004 9:59	3	184
Tom Niblock	niblocktom@hotmail.com	675 321 4982	Special Broadcast 03-09-04	3/9/2004 10:06	3/9/2004 10:20	14	184
richard@state dept	reb@smvd	2344	Special Broadcast 03-09-04	3/9/2004 10:12	3/9/2004 10:48	36	32
Larry McElroy	mcelroyll@state.gov	202-647-4000	Department of State Test Broadcast	3/9/2004 10:17	3/9/2004 10:17	0	1399
Larry McElroy	mcelroyll@state.gov	2026474000	Special Broadcast 03-09-04	3/9/2004 10:21	4/9/2004 10:21	1	1399
mcfadden	mcfaddende@state.gov	Jul-38	Special Broadcast 03-09-04	3/9/2004 10:21	4/9/2004 10:21	1	2537
mcfadden	mcfaddende@state.gov	Jul-38	Special Broadcast 03-09-04	3/9/2004 10:23	3/9/2004 10:23	0	2537
Tom Niblock	niblocktom@hotmail.com	675 321 4982	Special Broadcast 03-09-04	3/9/2004 10:23	3/9/2004 10:24	1	184

Larry McElroy	mcelroyll@state.gov	2026474000	Department of State Test Broadcast	3/9/2004 10:25	4/9/2004 10:25	1	1399
Larry Mcelroy	mcelroyll@state.gov	2026474000	Special Broadcast 03-09-04	3/9/2004 10:26	3/9/2004 10:26	0	1399
mcfadden	mcfaddende@state.gov	75538	Special Broadcast 03-09-04	3/9/2004 10:26	3/9/2004 10:26	0	2537
Tom Niblock	niblocktom@hotmail.com	675 321 4982	Special Broadcast 03-09-04	3/9/2004 10:29	3/9/2004 10:30	1	184
mcfaddende	mcfaddende@state.gov	75538	Special Broadcast 03-09-04	3/9/2004 10:30	3/9/2004 10:40	10	2103
Tom Niblock	niblocktom@hotmail.com	675 321 4982	Special Broadcast 03-09-04	3/9/2004 10:32	3/9/2004 10:33	1	184
larry mcelroy	mcelroyll@state.gov	2026474000	Special Broadcast 03-09-04	3/9/2004 10:34	3/9/2004 10:34	0	2103
Tom Niblock	niblocktom@hotmail.com	675 321 4982	Special Broadcast 03-09-04	3/9/2004 10:34	3/9/2004 10:35	1	184
Larry McElroy	mcelroyll@state.gov		Special Broadcast 03-09-04	3/9/2004 10:36	3/9/2004 10:46	10	2103
Tom Niblock	niblocktom@hotmail.com	675 321 4982	Special Broadcast 03-09-04	3/9/2004 10:36	3/9/2004 10:52	16	184
afads	asf@adfa.gov	484165a4654	Department of State Test Broadcast	3/9/2004 10:37	4/9/2004 10:37	1	3143
matt	matt@here.gov	1234567	Foreign Relations Committee Nominations	3/9/2004 10:37	4/9/2004 10:37	1	3143
larry mcelroy	mcelroyll@state.gov	2026474000	Special Broadcast 03-09-04	3/9/2004 10:38	4/9/2004 10:38	1	2103
SmartVideo	@		Special Broadcast 03-09-04	3/9/2004 10:38	3/9/2004 10:49	11	1224
matt	matt@here.gov	1234567	Special Broadcast 03-09-04	3/9/2004 10:39	4/9/2004 10:39	1	7
larry mcelroy	mcelroyll@state.gov	2026474000	Special Broadcast 03-09-04	3/9/2004 10:40	4/9/2004 10:40	1	2103
larry mcelroy	mcelroyll@state.gov	2026474000	Special Broadcast 03-09-04	3/9/2004 10:43	4/9/2004 10:43	1	2103
Larry McElroy	mcelroyll@state.gov		Special Broadcast 03-09-04	3/9/2004 10:45	4/9/2004 10:45	1	36
matt	matt@here.com	1234567	Special Broadcast 03-09-04	3/9/2004 10:47	3/9/2004 10:48	1	2537
mcfaddende	mcfaddende@state.gov	75538	Special Broadcast 03-09-04	3/9/2004 10:49	4/9/2004 10:49	1	2355
richard@state dept	reb@smvd	2344	Special Broadcast 03-09-04	3/9/2004 10:49	3/9/2004 11:27	38	32
SmartVideo	@		Special Broadcast 03-09-04	3/9/2004 10:49	3/9/2004 11:15	26	1224
mcfaddende	mcfaddende@state.gov	75538	Special Broadcast 03-09-04	3/9/2004 10:51	4/9/2004 10:51	1	2355
mcfaddende	mcfaddende@state.gov	75538	Special Broadcast 03-09-04	3/9/2004 10:53	4/9/2004 10:53	1	2355
fdsfsdf	sfsdfsdf	2323232	Special Broadcast 03-09-04	3/9/2004 10:54	4/9/2004 10:54	1	2355
mcfaddende	mcfaddende@state.gov	75538	Special Broadcast 03-09-04	3/9/2004 10:55	3/9/2004 10:55	0	2355

mundy	mundygx@state.gov	75485	Special Broadcast 03-09-04	3/9/2004 10:55	3/9/2004 10:56	1	2473
Tom Niblock	niblocktom@hotmail.com	675 321 4982	Special Broadcast 03-09-04	3/9/2004 10:56	3/9/2004 10:57	1	184
Tom Niblock	niblocktom@hotmail.com	675 321 4982	Special Broadcast 03-09-04	3/9/2004 10:58	4/9/2004 10:58	1	184
Tom Niblock	niblocktom@hotmail.com	675 321 4982	Special Broadcast 03-09-04	3/9/2004 10:58	3/9/2004 11:11	13	184
paulette a. claiborne	claibornepa@state.gov	202-647-2863	Special Broadcast 03-09-04	3/9/2004 11:02	4/9/2004 11:02	1	1579
mundy	mundygx@state.gov	75485	Special Broadcast 03-09-04	3/9/2004 11:03	4/9/2004 11:03	1	2473
Dale McFadden	mcfaddende@state.gov	75538	Special Broadcast 03-09-04	3/9/2004 11:16	4/9/2004 11:16	1	2355
mcelroy Larry	Mcelroyll@state.gov	64700	Special Broadcast 03-09-04	3/9/2004 11:18	4/9/2004 11:18	1	68
mcfadden	mcfaddende@state.gov	75538	Special Broadcast 03-09-04	3/9/2004 11:19	4/9/2004 11:19	1	19856
mcfadden	mcfaddende@state.gov	75538	Special Broadcast 03-09-04	3/9/2004 11:20	4/9/2004 11:20	1	3094
mcfadden	mcfaddende@state.gov	75538	Special Broadcast 03-09-04	3/9/2004 11:21	4/9/2004 11:21	1	3094
mcfadden	mcfaddende@state.gov	75538	Special Broadcast 03-09-04	3/9/2004 11:21	3/9/2004 11:21	0	3094
mcfadden	mcfaddende@state.gov	75538	Special Broadcast 03-09-04	3/9/2004 11:23	4/9/2004 11:23	1	2473
mcfadden	mcfaddende@state.gov	75538	Special Broadcast 03-09-04	3/9/2004 11:24	4/9/2004 11:24	1	2473
mcfadden	mcfaddende@state.gov	75538	Special Broadcast 03-09-04	3/9/2004 11:24	4/9/2004 11:24	1	2473
mcfadden	mcfaddende@state.gov	75538	Special Broadcast 03-09-04	3/9/2004 11:24	4/9/2004 11:24	1	2473
mcfadden	mcfaddende@state.gov	75538	Special Broadcast 03-09-04	3/9/2004 11:24	4/9/2004 11:24	1	2473
mcfadden	mcfaddende@state.gov	75538	Special Broadcast 03-09-04	3/9/2004 11:24	4/9/2004 11:24	1	2473
mcfadden	mcfaddende@state.gov	75538	Special Broadcast 03-09-04	3/9/2004 11:24	4/9/2004 11:24	1	2473
richard@state dept	reb@smvd	2344	Special Broadcast 03-09-04	3/9/2004 11:30	3/9/2004 12:08	38	32
Dale McFadden	mcfaddende@state.gov	75538	Special Broadcast 03-09-04	3/9/2004 11:59	3/9/2004 11:59	0	2537
mcihel	michel@cox.net	2027446345	Special Broadcast 03-09-04	3/9/2004 12:20	3/9/2004 12:34	14	37
James C. Norton	nortonjc@state.gov	972-57-522-804	Special Broadcast 03-09-04	3/9/2004 12:29	3/9/2004 12:30	1	893
Larry McElroy	mcelroyll@state.gov	don't worry	Special Broadcast 03-09-04	3/9/2004 12:37	4/9/2004 12:37	1	2103
richard@state dept	reb@smvd	2344	Special Broadcast 03-09-04	3/9/2004 12:38	3/9/2004 14:26	108	36

James C. Norton	nortonjc@state.gov	972-57-522-804	Special Broadcast 03-09-04	3/9/2004 12:42	3/9/2004 12:52	10	442
pd	@	1	Special Broadcast 03-09-04	3/9/2004 12:43	4/9/2004 12:43	1	1507
James C. Norton	nortonjc@state.gov	972-57-522-804	Department of State Test Broadcast	3/9/2004 12:56	3/9/2004 13:00	4	442
James C. Norton	nortonjc@state.gov	972-57-522-804	Special Broadcast 03-09-04	3/9/2004 13:03	3/9/2004 13:05	2	442
richard@state dept	reb@smvd	2344	Special Broadcast 03-09-04	3/9/2004 14:35	3/9/2004 15:12	37	36
Edward Benny	bennyel@state.gov	202-647-5681	Special Broadcast 03-09-04	3/9/2004 14:50	3/9/2004 14:51	1	969
S	@		Special Broadcast 03-09-04	3/9/2004 15:21	3/9/2004 15:22	1	1263
S	@		Special Broadcast 03-09-04	3/9/2004 15:22	4/9/2004 15:22	1	1263
richard@state dept	reb@smvd	2344	Special Broadcast 03-09-04	3/9/2004 15:42	3/9/2004 15:48	6	36

Appendix D: Key contacts:

SmartVideo

1650 Oakbrook Drive, Suite 405

Norcross, GA 30093

Paul D. Lloyd

VP of Project Management

Phone: 770-729-8777

Cell: 770-329-4672

Fax: 678-969-2791

email: pdlloyd@smartvideo.com

Curtis Michel

Vice President, Mid Atlantic Region

(202) 744-6345

curtismichel@smartvideo.com

www.smartvideo.com

Customer service and technical support staff:

(770) 729-8777, 1 (866) 538-7683 or support@smartvideo.com.

Appendix E: BNET

Welcome to the BNET OnLine Pilot.

For the past nine years, **BNET** has functioned primarily as an electronic bulletin board for State Department employees in the Truman Building and several annexes in the DC metro area. BNET is channel 3 of the State TV network, a **homegrown cable TV network** serving Department employees with 45 channels from worldwide satellite feeds. There are currently **750 TV sets served by State TV and BNET**.

BNET's original vision was to clean up the department notices tacked on the walls by offering a place to post notices electronically along with a basic news service. In this mission, it has succeeded. Department employees routinely request that messages be posted to announce events and accomplishments. Additionally, BNET provides broadcast news **24 hours a day**.

By virtue of its extensive capabilities, BNET has been able to expand its original mission into that of a **corporate communications tool**. It now regularly broadcasts the daily press briefing, the Secretary's Open Forums, town hall meetings, congressional hearings and conferences. BNET enables DoS officers to be aware of Department policies and activities in real time. It enhances the **quality of life** of Department employees by informing them of current initiatives, events and changes. As a result of these types of broadcasts, there have been an increasing number of requests for BNET service from employees at the remote annexes.

Unfortunately, BNET service is **currently limited in the number of employees it can serve because of the limitations of its carrier: the State TV network**. State TV functions as a cable company, but without rights-of-way in streets. Therefore, State TV must procure service from Verizon for locations outside the building, which is a costly proposition.

In order to reach its potential as a corporate communications tool, BNET needs to use a pervasive and less expensive network. With BNET using the existing DoS corporate LAN, OpenNet, as its carrier, it can inexpensively function as a communications tool and as a **business intelligence tool** on employee desktops. All employees throughout the DC metro area would be able to access BNET and BNET OnLine could eventually inform Department employees worldwide.

<http://bnet.state.gov/pilot/index2.asp>