Using Videoconferencing and Collaboration Technologies for Consulting

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The Wrong Question...
What Videoconferencing Tech should I use?
What Videoconferencing Tech should I use?

• What technologies do I and the remote participant have in common?
<table>
<thead>
<tr>
<th>Communication Tech I've Used</th>
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<tbody>
<tr>
<td>Telephone</td>
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<tr>
<td>Post</td>
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<tr>
<td>Walkie-Talkie</td>
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<tr>
<td>BBS Forum</td>
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<tr>
<td>BBS Chat Room</td>
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<td>Usenet</td>
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<td>E-mail</td>
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<td>IRC</td>
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<td>Web Forum</td>
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<tr>
<td>CU-SeeMe</td>
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<tr>
<td>AIM</td>
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<tr>
<td>The Palace</td>
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<tr>
<td>ICQ</td>
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<td>Talk</td>
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<td>SMS</td>
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<td>Y!Talk</td>
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<td>MSN Messenger</td>
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<td>Facebook</td>
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<tr>
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<tr>
<td>H.323 MCU</td>
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<tr>
<td>GoToMeeting</td>
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<tr>
<td>AccessGrid</td>
</tr>
<tr>
<td>WebEx</td>
</tr>
<tr>
<td>VRVS/EVO</td>
</tr>
<tr>
<td>Twitter</td>
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<tr>
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<tr>
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<tr>
<td>Google Hangouts</td>
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<tr>
<td>Adobe Connect</td>
</tr>
<tr>
<td>Blue Jeans</td>
</tr>
</tbody>
</table>
Not Obsolete (to me)

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Synchronous

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Free*

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Video

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Venn Diagram of Knowing
Venn Diagram of Knowing

Stuff that is Universally Understood
Venn Diagram of Knowing

Stuff that is Universally Understood

Actual Not Fake Stuff
Pie Chart of Knowing

https://skwizna.files.wordpress.com/2010/06/gijoe.jpg

INFORMATION TECHNOLOGY
The UNIVERSITY of OKLAHOMA
Pie Chart of Knowing...

THE BATTLE

Knowing: 50%

Googling: 50%

http://37.media.tumblr.com/tumblr_kz13dae6K11qzxmjgo1_500.png
Universal

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Cross-Platform

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What Videoconferencing Tech should I use?

- What technologies do I and the remote participant have in common?

- What will actually be helpful? Maybe it's not videoconferencing.
Scenario 1:
Scenario 1:

- New scientist on the cluster
- Uses Windows 8
- Language barrier
Scenario 1:

- New scientist on the cluster
- Uses Windows 8
- Language barrier

Goals:

- Disseminate credentials
- Guide initial log-in and password reset
- Get them to the next step toward productivity
Spelling with Low-Fidelity Audio
Spelling with Low-Fidelity Audio

- “NATO” “Phonetic” Alphabet
Spelling with Low-Fidelity Audio

- “NATO” “Phonetic” Alphabet
  - Alpha, Bravo, Charlie, ....
Spelling with Low-Fidelity Audio

- “NATO” “Phonetic” Alphabet
  - Alpha, Bravo, Charlie, ...
  - Many of the words are not commonly-used.
Spelling with Low-Fidelity Audio

- “NATO” “Phonetic” Alphabet
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    - Nothing is universal …
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- Alternate Alphabets
Spelling with Low-Fidelity Audio

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  - Adam, Boy, Charles, …
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  - Alpha, Bravo, Charlie, …
  - Many of the words are not commonly-used.
    - Nothing is universal …

- Alternate Alphabets
  - Adam, Boy, Charles, …
  - “M” as in Mancy
Scenario 1:

- New scientist on the cluster
- Uses Windows 8
- Language barrier

**Goals:**
- Disseminate credentials
- Guide initial log-in and password reset
- Get them to the next step toward productivity
  - Often, Schedule a one-on-one meeting
Scenario 2:
Scenario 2:

- New scientist on the cluster
- Uses Windows 8
- Remote
Scenario 2:

- New scientist on the cluster
- Uses Windows 8
- Remote

Goals:

- Linux Orientation
- Scheduler Instructions
GNU Screen

- Part of the instruction
GNU Screen

- Part of the instruction
- ...and part of the instruction
GNU Screen

- Part of the instruction
- ...and part of the instruction
- User types this:
GNU Screen

- Part of the instruction
- ...and part of the instruction
- User types this:
  screen
GNU Screen

• Part of the instruction
• ...and part of the instruction
• User types this:
  screen
• Then I type this:
GNU Screen

- Part of the instruction
- ...and part of the instruction
- User types this:
  
  `screen`

- Then I type this:
  
  `sudo -u username script -q -c 'screen -x' /dev/null`
Scenario 3:
Scenario 3:

- New archive user group
- May not be very familiar with linux
- Unique data work-flow
Scenario 3:

- New archive user group
- May not be very familiar with Linux
- Unique data work-flow

Goals:

- Linux Orientation
- Archiver policies and commands
- User-specific data flow instruction
Google Hangouts
Google Hangouts

- Remote Participants see my smiling face.
Google Hangouts

- Remote Participants see my smiling face.
- Briefly.
Google Hangouts

• Remote Participants see my smiling face.
• Briefly.
• Then they see my terminal program.
Fin