

Using Videoconferencing and Collaboration Technologies for Consulting

Patrick Calhoun

System Administrator; PetaStore

OU Supercomputing Center for Education & Research



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The Wrong Question...



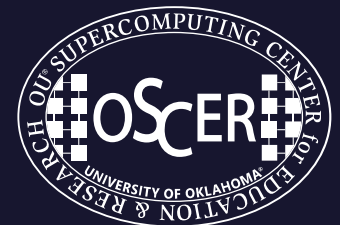
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What Videoconferencing Tech should I use?



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What Videoconferencing Tech should I use?

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



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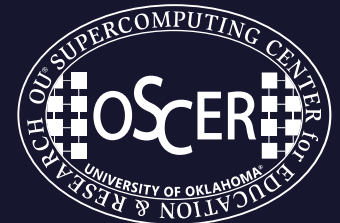
Communication Tech I've Used

- Telephone
- Post
- Walkie-Talkie
- BBS Forum
- BBS Chat Room
- Usenet
- E-mail
- IRC
- Web Forum
- CU-SeeMe
- AIM
- The Palace
- ICQ
- Talk
- SMS
- Y!Talk
- MSN Messenger
- Facebook
- Skype
- H.323 MCU
- GoToMeeting
- AccessGrid
- WebEx
- VRVS/EVO
- Twitter
- iMessage
- Facetime
- Google Hangouts
- Adobe Connect
- Blue Jeans



Not Obsolete (to me)

- Telephone
- Post
- Walkie-Talkie
- BBS Forum
- BBS Chat Room
- Usenet
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Synchronous

- Telephone
- Post
- Walkie-Talkie
- BBS Forum
- BBS Chat Room
- Usenet
- E-mail
- IRC
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Free*

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Video

- Telephone
- Post
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Universal

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Venn Diagram of Knowing



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Venn Diagram of Knowing



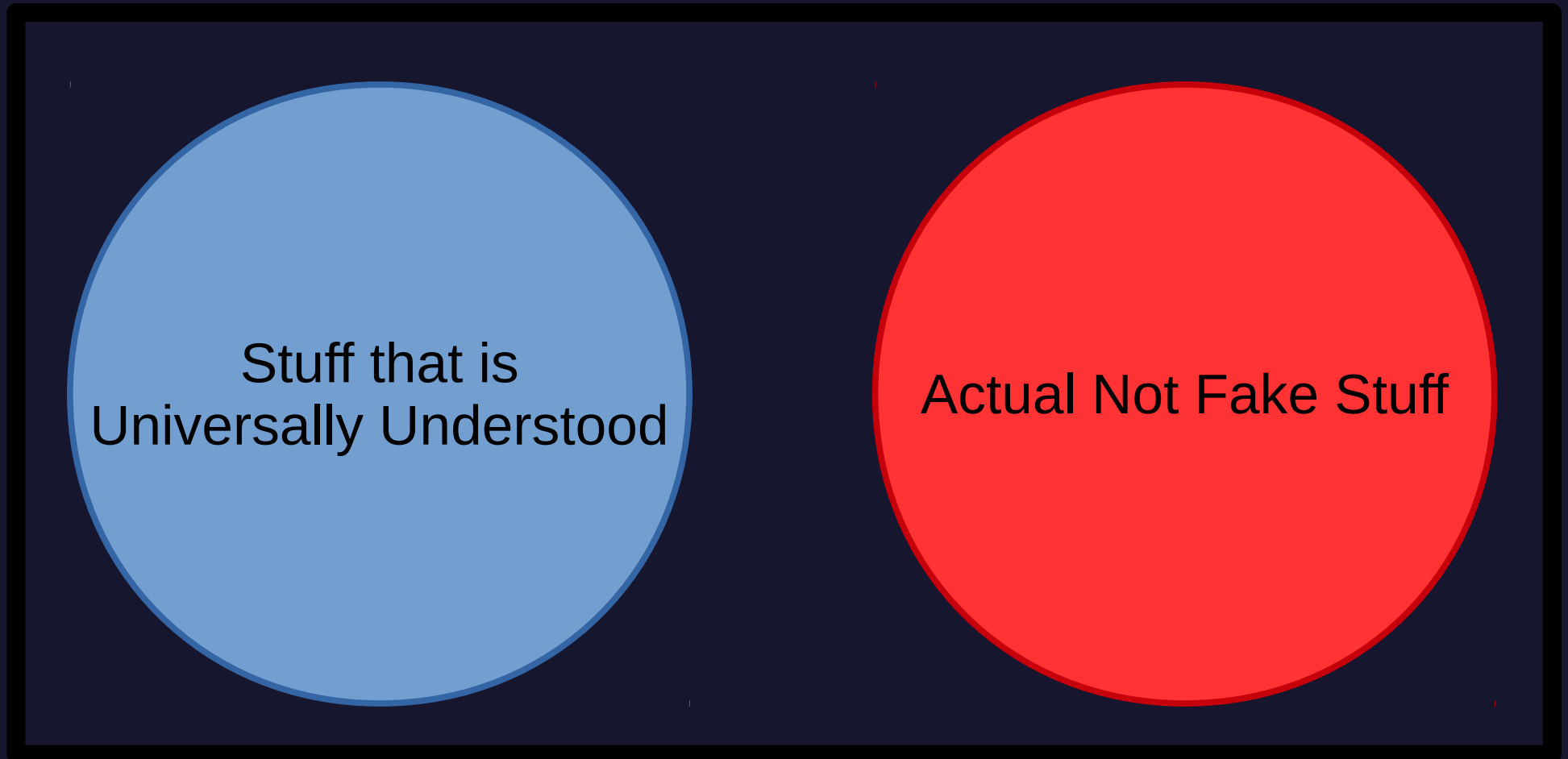
Stuff that is
Universally Understood



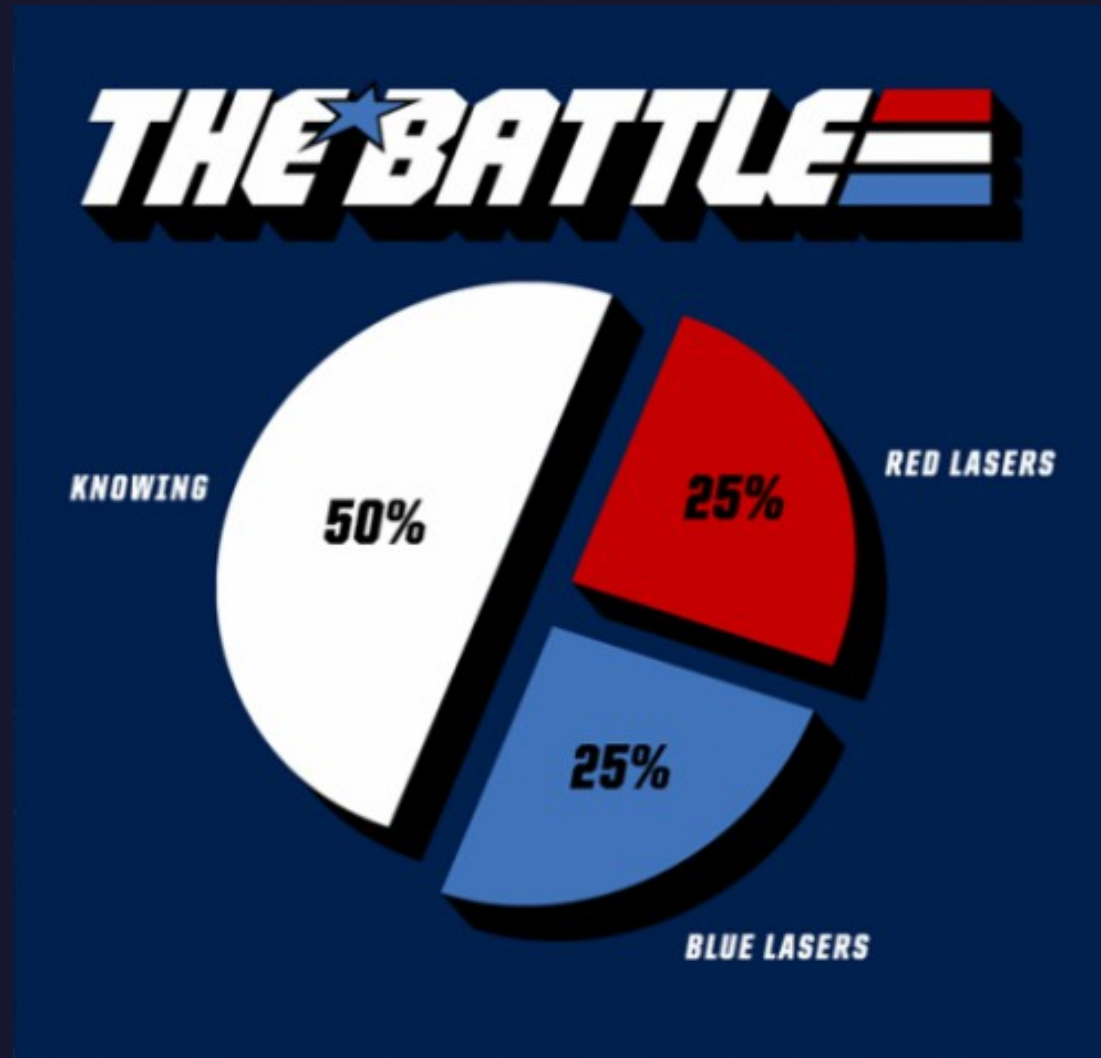
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Venn Diagram of Knowing



Pie Chart of Knowing



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



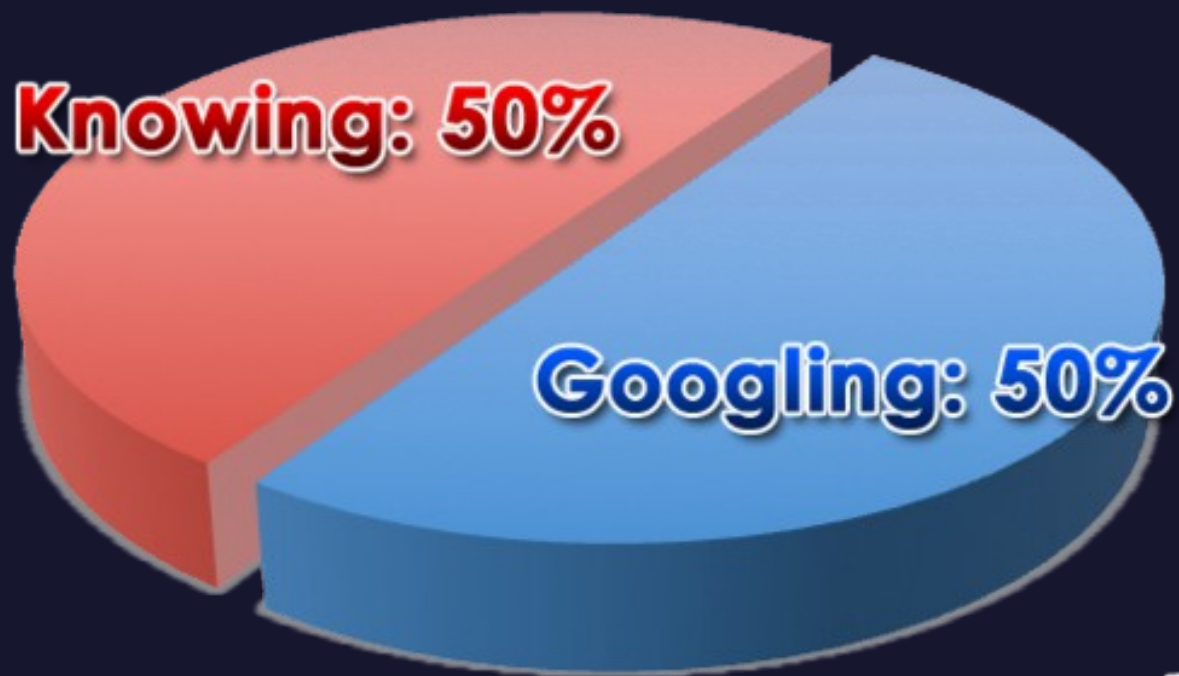
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Pie Chart of Knowing... Tech Support Edition.

THE BATTLE



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



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Universal

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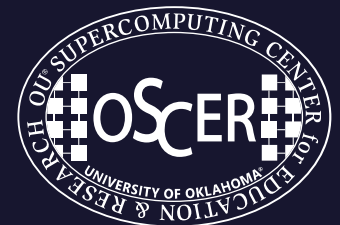
Cross-Platform

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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:



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Scenario 1:

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



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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



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Spelling with Low-Fidelity Audio

- “NATO” “Phonetic” Alphabet



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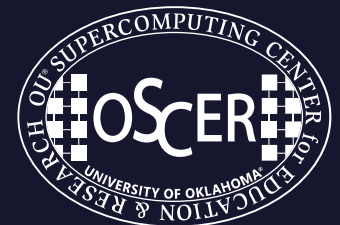


Spelling with Low-Fidelity Audio

- “NATO” “Phonetic” Alphabet
 - Alpha, Bravo, Charlie,



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Spelling with Low-Fidelity Audio

- “NATO” “Phonetic” Alphabet
 - Alpha, Bravo, Charlie, ...
 - Many of the words are not commonly-used.



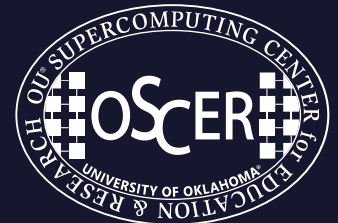
Spelling with Low-Fidelity Audio

- “NATO” “Phonetic” Alphabet
 - Alpha, Bravo, Charlie, ...
 - Many of the words are not commonly-used.
 - Nothing is universal ...



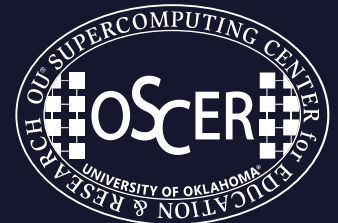
Spelling with Low-Fidelity Audio

- “NATO” “Phonetic” Alphabet
 - Alpha, Bravo, Charlie, ...
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 - Nothing is universal ...
- Alternate Alphabets



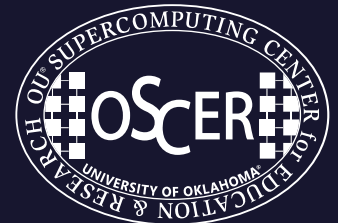
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- “NATO” “Phonetic” Alphabet
 - Alpha, Bravo, Charlie, ...
 - Many of the words are not commonly-used.
 - Nothing is universal ...
- Alternate Alphabets
 - Adam, Boy, Charles, ...



Spelling with Low-Fidelity Audio

- “NATO” “Phonetic” Alphabet
 - 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:



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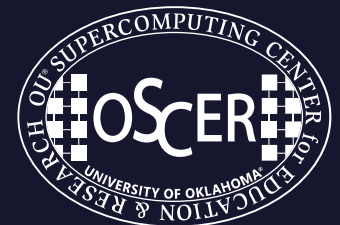


Scenario 2:

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



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Scenario 2:

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

Goals:

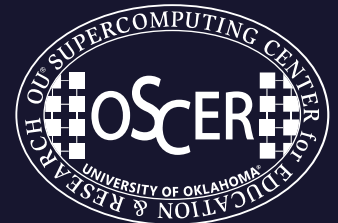
- Linux Orientation
- Scheduler Instructions



GNU Screen



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GNU Screen

- Part of the instruction



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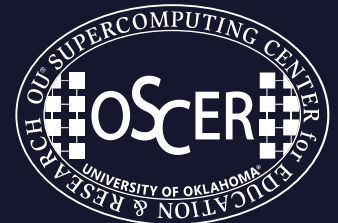


GNU Screen

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



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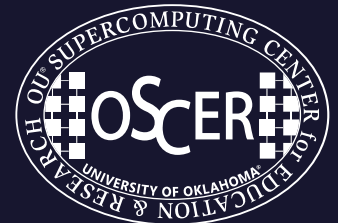


GNU Screen

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

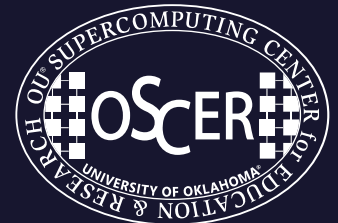


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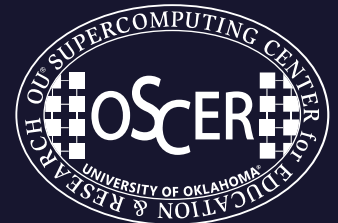
GNU Screen

- 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

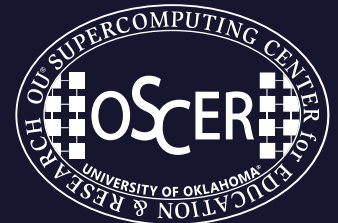
- Part of the instruction
- ...and part of the instruction

- User types this:

screen

- Then I type this:

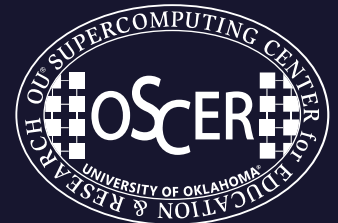
```
sudo -u username script -q -c 'screen  
-x' /dev/null
```



Scenario 3:



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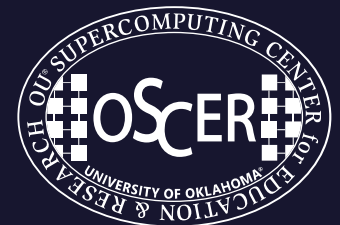


Scenario 3:

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



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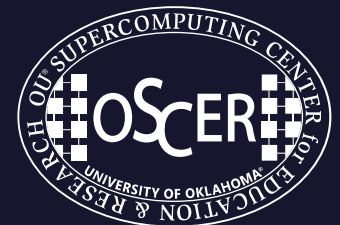


Scenario 3:

- 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



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Google Hangouts

- Remote Participants see my smiling face.



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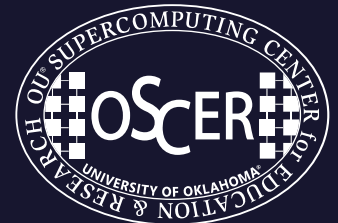


Google Hangouts

- Remote Participants see my smiling face.
- Briefly.



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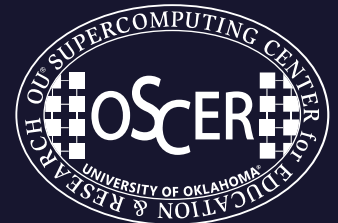


Google Hangouts

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



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Fin



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