Video Teleconference Showdown

"Learn from the PAST… Prepare for the future."

KEVIN SUR

INSTRUCTOR

ERIC SINGER

MODERATOR

Argonne
NATIONAL LABORATORY

About

Kevin T. Sur

Emergency Manager
DuPage County (IL) Office of Homeland Security and Emergency Management

Instructor
National Disaster Preparedness Training Center (NDPTC)

Outline

- Introduction
- Video Conferencing Platform assessments (strengths/vulnerabilities)
- Techniques/Hardware suggestions and support (needs vs wants)
- Future of technology and platforms
- Questions and discussion

Video teleconferencing software

- MS Teams*
- Zoom*
- Adobe Connect*
- Cisco WebEx*
- Blackboard Collaborate
- Skype for Business
- GoToMeeting
- Google classroom
- BlueJeans*
- Blizz
- Canvas
- UberConference
- Team Viewer

- Vsee
- Doxy.me
- Zoho Meeting
- Ring
- ClickMeeting
- Marco Polo
- Houseparty
- Amazon Chime
- Google Duo
- Cisco Jabber
- Join.me
- Intermedia Unite
- Jiminny

- Lifesize
- GlobalMee Collaboration
- Whereby
- FreeConferenceCall.com
- Circuit
- BigMarker
- 3CX
- Livestorm
- ezTalks
- Demio
- Jitsi
- Avaya Aura
- MyRoom

Criteria

- Popularity (1-5 scale)
- Ease of use aka the Dad test (1-5 scale)
- Flexibility and options (1-5 scale)
- Costs (1-5 scale)
- Good enough for government work? (Yes or No)

Microsoft Teams

Image: Microsoft

- Popularity: Integration in MS Office for desktop/mobile
- Ease of use: Easy
- Flexibility and options:
  - +Integrates w/ attached documents
  - +Shares screens/transfer command
  - +Secured w/ directed invites
  - -Breakout rooms (channels) not as easy as others
  - -Layout not as intuitive when used on Apple iOS or mobile products
- Costs: Free (comes with MS Office)
- Good enough for government work? Yes

Microsoft Teams

Image: Microsoft

- Breakout rooms are called Channels

- Chat option is available no matter what channel you are assigned to – easy when doing multiple group work to pass info (think Operations Section to Logistics Section)

- Recording meeting/class is easy

- Other ways to capitalize on MSTeams channels

Zoom

Image: Zoom.us

- Popularity: Worldwide use on desktop/mobile
- Ease of use: Easy
- Flexibility and options:
  - +Breakout rooms easy (assigned or random)
  - +Sharing documents via chat box
  - +Shares screens/transfer command
  - -Unsecured meetings and "Zoom Bombing"
  - -Federal agencies refrain from using citing foreign involvement
- Costs: Pro account = $14.99 for 100 participants / 9 hosts
- Good enough for government work? Yes

Zoom

Image: Zoom.us

- Audience question

- Increase engagement on Zoom?
  - Poll question
  - Question in chat
  - Emoji (thumbs up/down or hand wave)
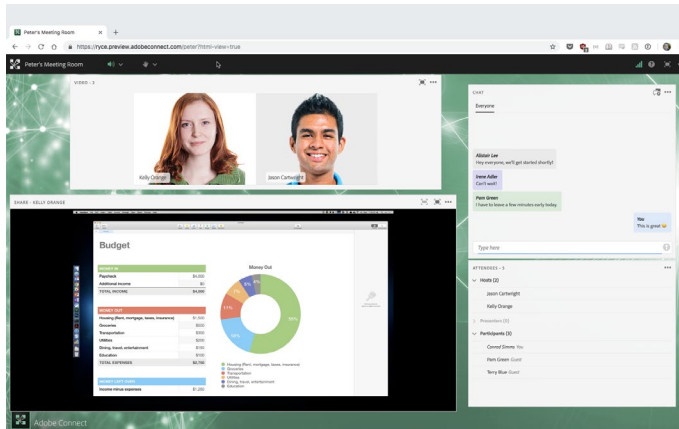 - Actual live video reaction

Adobe Connect

Image: Adobe

- Popularity: Worldwide use on desktop/mobile

- Ease of use: intermediate

- Flexibility and options:
  - +Breakout rooms easy
  - +Sharing documents via chat box or documents panel
  - +Questions/polls easy to use.
  - +Shares screens/transfer command
  - -DHS regularly uses Adobe Connect

- Costs: $50/month for 25 participants / 9 hosts
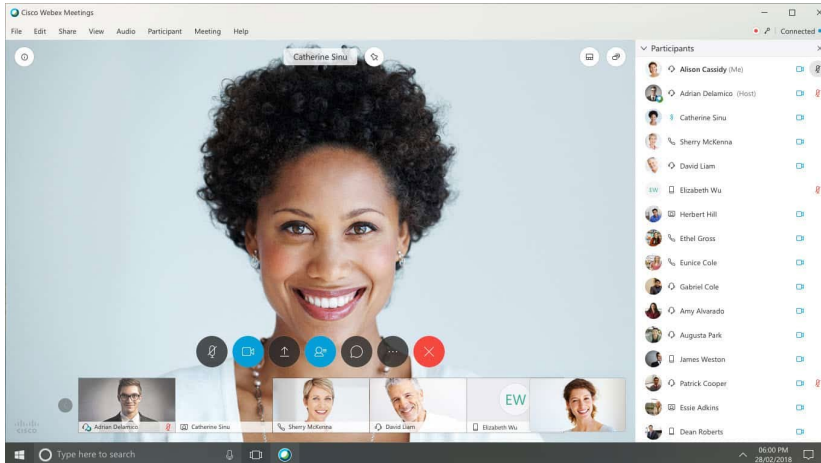
- Good enough for government work? Yes

Cisco WebEx

Image: WebEx

- Popularity: Worldwide use on desktop/mobile
- Ease of use: intermediate
- Flexibility and options:
    - +Breakout rooms easy
    - +Sharing documents via chat box or documents panel
    - +Shares screens/transfer command
    - -Slow app processing and complex coding for use
    - -Costs
- Costs: Business is $26.95/month for 200 participants and 5-10 hosts
- Good enough for government work? Yes
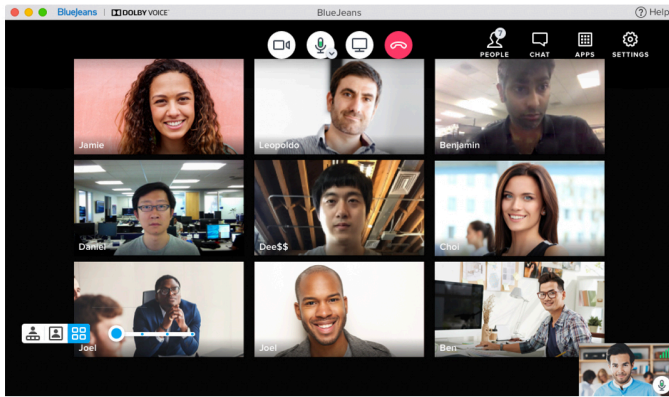
BlueJeans by Verizon

Image: BlueJeans

- Popularity: Worldwide use on desktop/mobile

- Ease of use: Easy

- Flexibility and options:
  - +Sharing documents
  - +Shares screens/transfer command/see who is talking
  - +Easy self view preview prior to joining
  - -Limited breakout rooms flexibility (unsupported client)
  - -Display interface only supports one program display
  - Costs

- Costs: Standard $9.99/mo (50 participants) / Pro $13.99/mo for 75 participants w/ collab integration into Slack, MSTeams, Okta, and Splunk

- Good enough for government work? Yes

BlueJeans by Verizon

BlueJeans   **verizon**✓

Image: BlueJeans

- Neato features on BlueJeans
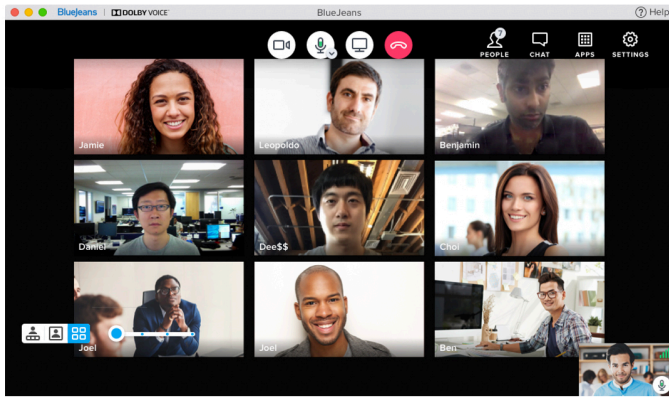 - Whiteboard included in session
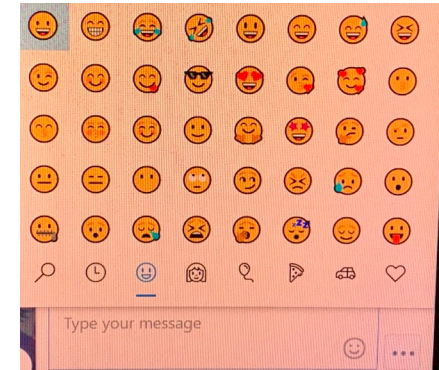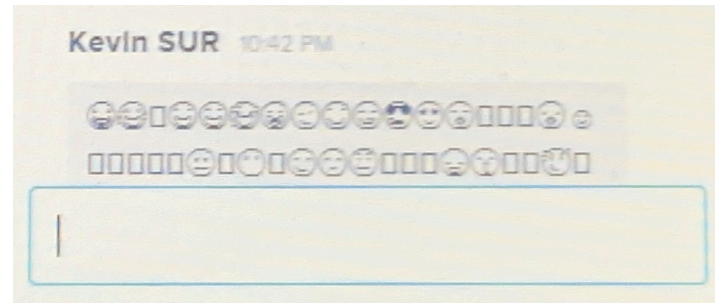
  - Meeting highlights

  - Non-standard emojis

  - Easy share feature to FacebookLive

Top 5 ANL comparison chart

	MS Teams	Zoom	Adobe Connect	BlueJeans	Cisco WebEx
Popularity	5	5	4	3	2
Ease of use (Dad)	4	5	4	4	2
Flexibility/Options	4	5	3	4	3
Costs	5	3	3	3	2
Enough?	YES	YES	YES	YES	YES
Total	18	18	14	14	9

G2 comparisons
(Market Presence vs Satisfaction)

https://www.g2.com/categories/video-conferencing
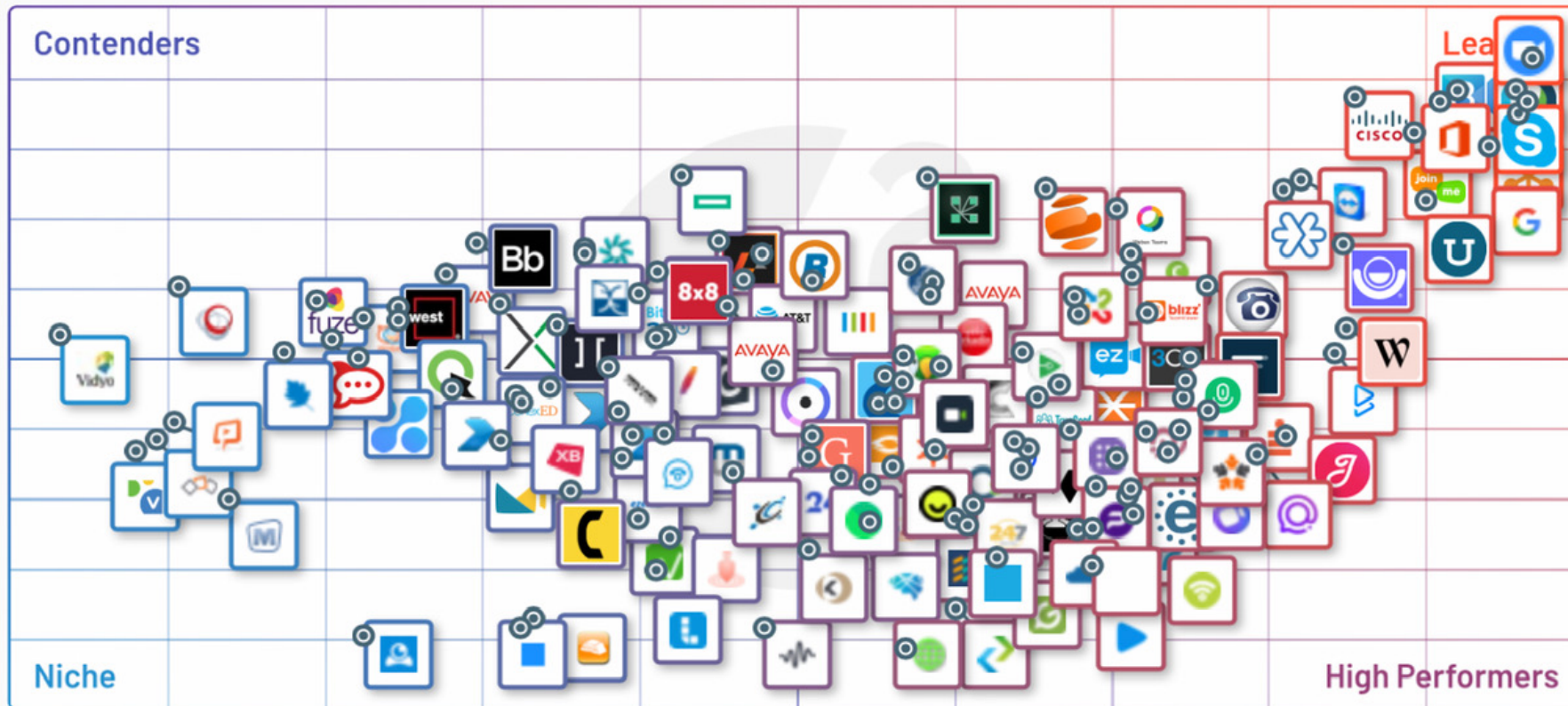
Techniques/Best Practices-1

- As the host
  - Arrive early
  - Play friendly music to test sound
  - Consistent intro with reminders and roll call (sound)
  - Dual screens (Host and dummy participant)
  - No filters

Image: Buzzfeed News

- As a participant
  - Turn off video to decrease personal data consumption
  - Be mindful of background distractions (oops)
  - Chat features can/likely be shared for all to see. FOIA-able too.

Image: TechRepublic

Techniques/Best Practices-2

- All
  - Wipe/clean your front facing camera
  - Stay on mute until you have to talk (spacebar)
  - Camera at eye level
  - Stop looking at yourself!
  - Place your self-view box at camera level
  - Attire does matter
  - Nature loves to interrupt
  - Construction, aircraft, landscapers, deliveries, etc…
  - Update your software prior to videoconference call

Image: @tothaground

Additional Considerations (Hardware)

- Lighting of talent and setting

- Sound (native vs fixed vs lav mic)

Image: Cleveland.com

- Microphone (headset vs wired vs wireless/Bluetooth)

- Location/room (@ratemyskyperoom)
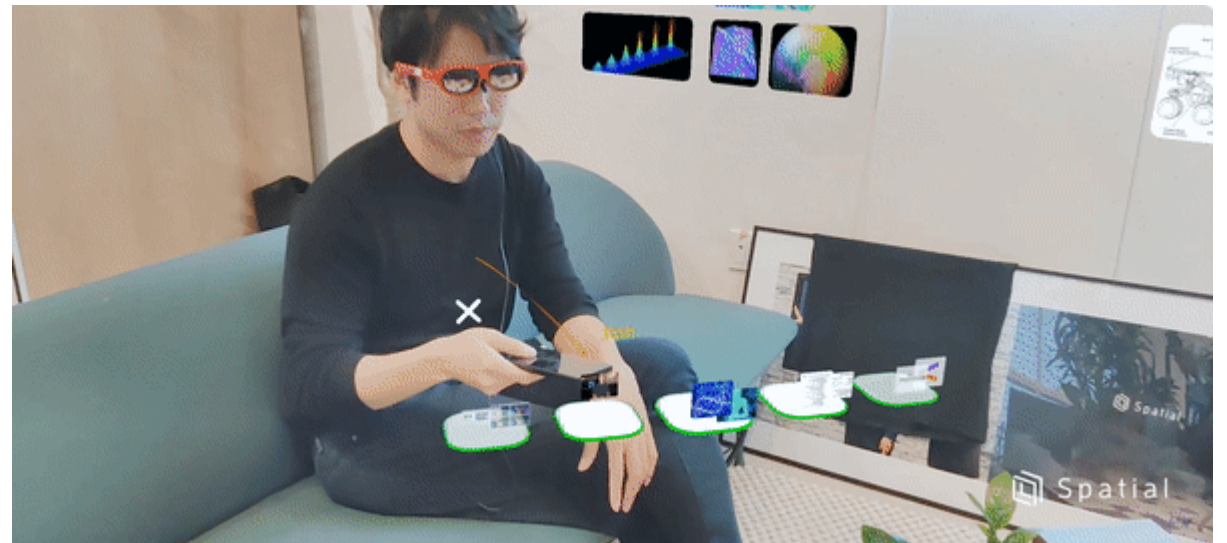
The future of video teleconferencing?

- VR vs. AR vs. XR

- Bosch: Lightdrive (AR)

- Microsoft: Hololens (AR)

- Apple: Glass (AR)

- Nreal: Light (XR)

- Qualcom: Snapdragon (XR2)

- Facebook/Occulus: Orion (XR)

- Google: ARCore

FOR MORE INFORMATION PLEASE VISIT: pastfusion.egs.anl.gov/