VITS FAQ

What is a ViTS and where is it located?

-ViTS is an acronym for Video Teleconference System. It is a video and audio integrated conferencing service that allows two or more centers to connect to each other. Each of the NASA Centers has at least one ViTS room. The NSSC is located in Building 1111 Room 132.

Why should I use a ViTS Meeting?

-ViTS allow participants to hold face to face conferences with other centers without the hassle of travel. You are able to share documents and presentations to enhance your meeting. You also have the capability and option of being able to record the meetings to a DVD for reference and distribution.

How do I request a ViTS Meeting?

-In order to request a meeting using the ViTS equipment, please Submit a Change Request with the following Change Request Information:

<table>
<thead>
<tr>
<th>Summary</th>
<th>IT – SERVICE REQUEST</th>
</tr>
</thead>
<tbody>
<tr>
<td>Description</td>
<td>ViTS Request</td>
</tr>
<tr>
<td>Category</td>
<td>IT</td>
</tr>
<tr>
<td>Type</td>
<td>IT SUPPORT TO NSSC</td>
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<tr>
<td>Item</td>
<td>ViTS</td>
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<tr>
<td>Group</td>
<td>IT-DESKTOP SUPPORT L2</td>
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</tbody>
</table>

Include the following information in the Work Log of the CR:

-The Title of the ViTS Meeting.

-Date and Time you would like the meeting to take place. Submit your first choice and one or two alternates. Giving multiple times and dates will ensure a quicker response. It is important to understand that even if our room may be available, the other sites may not have any rooms free to use so they must be cross-referenced.

- A list of other centers that will be in attendance along with a list of POC (Point of Contact) for each center (At least one is needed). This is to ensure that the ViTS Operators may coordinate with the participants of the meeting in case there is a change or no show. Please include a phone number and email to accompany each POC.
- If you will need visual graphics to accompany the VITS. Example: PowerPoint presentations or program simulations. Note that if you do request graphics you must provide the VITS Operator with the files and information prior to meeting setup time.

-How many Audio Only lines you will need (If any).

How much notice should I give when requesting a VITS?

-ViTS Meetings are typically scheduled months in advance and time slots are quickly filled. You should submit a Change Request as soon as you become aware of the requirement. Typically 2 months notice will result in a successful first choice booking.

I have submitted a change request and have not received any confirmation or information. Who can I contact?

-Please send an email to NSSC-VITS-B1111-R132@nasa.gov along with your Change Request Number and a VITS operator will contact you as soon as possible.

Is there a schedule that I can check to see if my meeting is scheduled or if a VITS I am suppose to attend will be set up for me?

-Yes, There are two locations:

  -A Hard Copy of the ViTS Schedule is posted on the bulletin board outside the VITS room.

  -An electronic copy may be accessed through outlook via NSSC-VITS-B1111-R132's calendar. If you are unsure how to check a shared calendar, please contact your helpdesk for assistance.

Please understand that this is a live calendar subject to change. Meetings may be changed, removed or added at any time. However once it is on the ViTS schedule it cannot be changed by anyone other than ViTS operators.

I have checked the VITS calendar and noticed that a VITS I am to attend is not listed, what should I do?

-Please submit a Change Request requesting a meeting addition to the VITS Room.

When looking at the VITS room calendar, I noticed that my meeting starts thirty minutes early. Why is this?

-ViTS meetings include a thirty minute set up window to ensure that the meeting starts on time and to allow room for troubleshooting. Your meeting will still start at the time your invitation says, however it is listed with the set up time for scheduling purposes.
I have requested a meeting and I need to make a change or cancellation. How can I go about doing this?

-As with creating meetings please submit a Change Request. Any changes include:
  -Cancellations (NEED AT LEAST 24 HOURS NOTICE IN ORDER TO AVOID BEING BILLED)
    -Date Changes
    -Time Changes
    -Participant Site Additions or Removal

-It is important to understand that some changes may be difficult to make due to room availability, especially as the meeting draws near. The sooner the request is made the more likely the change can be made.

-A ViTS Operator will contact you to confirm any if any changes were made.

Who are my ViTS Contacts for the NSSC?

-There are two ViTS room operators:
  -Nathan Rodriguez
    -Nathan.D.Rodriguez@nasa.gov
    -228-813-6474
  -Shun Ellis
    -Shun.D.Ellis@nasa.gov
    -228-813-6361

How do I request a recorded copy of my meeting on a DVD?

-In order to receive a copy, please submit a Change Request PRIOR to the meeting so that we may have ample time set up our system to record.

-Include how many copies are needed.

-Please note that not all ViTS may be recorded. Due to the sensitive information sometimes discussed, all participants must approve prior to the start of the meeting to record. If anyone objects, we are not allowed to do so.

I have received an invitation for a ViTS, how early should I arrive to the room?
- Most ViTS are set up thirty minutes before start time. Any time within setup and start time is acceptable.

I have additional questions regarding the use of the ViTS Room that is not on this FAQ.

- Please send an email to NSSC-VITS-B1111-R132@nasa.gov and a ViTS Operator will contact you.

I have an emergency regarding the ViTS Room, who can I contact?

- For immediate assistance please contact either Nathan Rodriguez or Shun Ellis.