

## II. Program Phase

### OVERVIEW, VISION AND FUNCTION

#### Project Overview and Vision

- Who are the key players to contact for obtaining information about the organizations vision for the future both organizationally and technologically?
- Is there currently a cohesive vision with regard to the future of technology in the organization?
- What are the primary goals for this facility/project?
- How will the AV and other technology systems proposed for this project support those goals?
- What is the overall application for the facility? (teaching? general conference? major convention? video origination? distance learning? performance? etc.)
- What level of sophistication is desired for the facility? state-of-the-art? middle-of-the-road? basic?
- From a technological standpoint, are there any unique features to the organization's operation?
- What functions and tasks are performed by the end-users of the facility?
- How does the facility plan to grow in the years to come?
- Are there specific allocations that need to be addressed for future expansion?
- What emerging technologies are considered by the owner and technology managers/end-users as desirable for the AV systems?

#### Standards and Benchmarks

- Are there known benchmark facilities which should be used as a model for this project from an architectural or technological standpoint?
- Are there any examples of technology inside or outside the organization that reflect the vision for technology?
- Are there any established standards for technology that need to be followed with respect to:
  - AV system design
  - Furniture design
  - Control system user interface design
  - Audio and video conferencing system design
  - Data/telecom structured cabling system design
  - Other systems
- Is documentation available for any of the standards?
- Are there any known challenges or deficiencies in the currently installed technology that need to be addressed?
- Are there any pilot projects or funding requests that may have an impact on the facility or systems designs?

#### Budget and Schedule

- Has a budget been established for technology systems?
- Are there any areas or systems which are of higher or lower priority with regard to budget?
- What is the base building schedule for design and construction phases?
- When is this facility scheduled to open?
- What is the current status of the project as a whole?

### AV PROGRAM QUESTIONS

This is a collection of questions that can be used before and during AV program meetings to gather information about the owner, the end-users and their functional needs. The questions are grouped in three increasingly specific categories:

#### 1. Overview, Vision and

**Function** includes the vision questions and some overall information concerning benchmark standards, schedule and technical staffing. These are truly "program" level questions that require information from the users.

#### 2. Global Technology

**Information** includes more specific questions about technology that may be used building-wide, including cable TV and data/telecom infrastructure. This level of questions gets more specific about equipment and systems that may already exist, with some functional questions that are technically-oriented.

#### 3. Function and Technology

**per Space** includes questions that apply to each space being investigated. This level gets specific about functionality as well as the major components of the AV system required. Some technology-related questions may be answered by the AV provider based on the functional requirements, while others in this section require answers directly from the end-users or owner's technology managers.

## AV PROGRAM QUESTIONS

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### Technical Staff and Support

- Are the new systems going to be a significant change or addition to the existing technology in the organization?
- Is there an existing technical staff to manage, operate and maintain the existing AV systems?
- Are there specialized groups in the organization who address: AV systems? IT systems? distance learning systems? video production/post-production? training for end-users? others?
- Is there a current need for more technical staff?
- Will the current technical staff be sufficient for the new AV systems?
- Is there or will there be an AV help desk? How is it accessed by users?
- Is there a plan to outsource any technical support?
- Is space allocated yet for additional AV staff that may be required?
- Historically, what process has been used to design and install AV technology? In-house personnel? AV integrator design-build? AV consultant-led design-bid-build?

### GLOBAL TECHNOLOGY INFORMATION

#### General Space and Technology Information

- What are the various types of spaces that require AV systems?
- Are any rooms to be dedicated theater-style seating with sloped floors and raised stage?
- Are tielines required between any of the spaces? If so, approximately how many and what type of tielines are required?
- Is there a need for a master control room to route signals between spaces or to other buildings?
- Where should equipment racks be located? Locally in each space? Any centralized equipment areas?
- Is there ample space allocated for the racks and any portable equipment which may need to be stored?
- How much portable equipment should be included in the base systems and how much will be rented or furnished by outside vendors?
- Is there existing AV equipment that is designated to be reused in the new facility?
- What documentation is available for any existing AV systems or spaces?
- How will ADA and Section 508 requirements affect the system?
- Is a paging system required? If so, what capability and priority does it need to have, and where shall the main station be located?
- Is there a fire alarm system with which the audio system needs to interface? How? mute? tone? voice announcement?
- Is a background music (BGM) system required? Is remote source selection or dayparting desired?
- Is a noise masking system required anywhere in the facility? If so, in what areas?

#### Cable TV, Electronic News Gathering (ENG), Satellite and Digital Signage

- Is there an existing cable or master antenna TV distribution system? If so, how many channels are currently offered?
- Where is the headend?
- What areas are currently served?
- Is there a need for a new or expanded TV distribution system throughout the building?
- Who will be responsible for the cable TV distribution system design?

- If so, from where should the feed be supplied?
- Where should new TV outlets (drops) be located?
- Will there be other in-building channels to be modulated (e.g., information channels? video bulletin boards? Video on-demand?)
- Is content from any AV spaces required to be delivered over the cable TV system?
- Is there any need for public area information displays or digital signage?
- Is satellite uplink or downlink capability available now?
- Where are the satellite dishes now? Where would new dishes go?
- Is there a need for an AV master control room for signal routing/distribution/media retrieval? video production?
- What type and how many tielines are required from master control to other spaces? other buildings?
- Should allocations be made for Electronic News Gathering (ENG) and Electronic Filed Production (EFP) connections for local and network news crews? If so, where?

#### Infrastructure/Data Network and Land-Based Communications

- What type(s) of connectivity does this facility require to other facilities or resources (fiber, T1, ISDN, cable TV, microwave, satellite up/down link, etc.)?
- What is the status of the data structured cabling system(s) for the facility? Are there any current projects already underway?
- Are there plans for upgrades?
- What type of data network is currently in place?
- Has a utilization study been conducted to evaluate existing network capacity?
- Have there been any efforts to date to deliver AV over the data network?
- Are there currently sufficient links between different facilities?
- What type and amount of fiber is currently installed?
- What fiber capacity is currently available for AV use?
- Is fiber currently used for the transport of AV signals?
- What documentation is available for existing structured cabling systems?

#### FUNCTION AND TECHNOLOGY PER SPACE

##### Space Specific Technology Program Questions

- Who are the primary users of this space?
- What are the functional goals of this space?
- What user tasks are associated with the space functions, and what AV technology applications are needed to support these tasks? AV-aided presentation? videoconferencing? computer training? internal meetings? education? government functions? external/community outreach?
- What are the percentages of use for each type of activity?
- How many people must be accommodated for each activity?
- Are there any specific, unique events/sessions planned for this space which would affect the AV system functionality?
- Are there any other known special audio and video requirements?
- What types of source material are being presented? computer graphics? text documents? powerpoint? spreadsheets? web pages? slides or film? computer code? art, fashion or architecture? movies? other entertainment? non-electronic documents or objects?
- Is multiple-image projection capability required for this space?
- Why? What images are being displayed simultaneously and for whom?

#### AV PROGRAM QUESTIONS

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- For this space, should AV equipment be permanently installed or portable?
- Is the room divisible?
- If manual audio mixing is required, where will the mixer be located? Should it be portable?
- Is traditional slide projection capability required or is the image quality of slide-to-video converters acceptable? Is high-resolution slide-to-video conversion needed?
- Are there any tielines/inputs from other facilities or systems that are required for this space? cable TV feeds? central media feeds? Tielines to other spaces for overflow?
- Is videoconference/distance learning capability required for this space? If so, to what type of sites will this room be linked? What type of carrier is planned for videoconferencing? ISDN? T1? LAN/WAN?
- What type of video will be transported? NTSC/PAL/SECAM? HDTV? computer video?
- What is the bandwidth requirement for videoconferencing from this space?
- Is audio conferencing required with and separate from videoconferencing?
- Is there a need for enhanced video origination capability for this space (i.e., should 3-chip cameras, improved lighting, all sources gen-locked, and/or video effects equipment be incorporated into this design)?
- What audio and video recording capabilities are required for the space? What quality level is required? archival only? institutional? broadcast? Is a video server to be used?
- Is an Audience Response System required?
- Is ENG connectivity required for this space?
- What equipment is required for this space?

For major equipment and AV system requirements, identify the items below that may be required for this space. Enter a checkmark or the number of devices for items required for this room, Add "P" for portable, "C" for central media resource.

<input type="checkbox"/> Ceiling-Mounted Video Projector(s) <input type="checkbox"/> Projector Lift(s)	<input type="checkbox"/> Document Camera(s) <input type="checkbox"/> Traditional Overhead Projector(s)	<input type="checkbox"/> VCR(s) <input type="checkbox"/> DVD Player(s) <input type="checkbox"/> CD Player(s) <input type="checkbox"/> Audio Cassette <input type="checkbox"/> Other _____
<input type="checkbox"/> Fixed PC in Lectern/Desk <input type="checkbox"/> Laptop Connectivity at Lectern/Desk	<input type="checkbox"/> Wireless Mouse & Keyboard <input type="checkbox"/> Electronic Marker Board	<input type="checkbox"/> Slide Projector(s) <input type="checkbox"/> Slide-to-Video Converter
<input type="checkbox"/> Stereo Audio Program Playback <input type="checkbox"/> Speech Reinforcement System	<input type="checkbox"/> Cable TV/ Satellite Feed <input type="checkbox"/> Auxiliary AV Inputs	<input type="checkbox"/> A/V Tielines for Taping Sessions & Overflow <input type="checkbox"/> Audio and Video Recording Capability
<input type="checkbox"/> Touchscreen Panel(s) <input type="checkbox"/> Wall-mounted Controls <input type="checkbox"/> Audience Response System	AV Control Interface to: <input type="checkbox"/> Lights <input type="checkbox"/> Drapes <input type="checkbox"/> Screen <input type="checkbox"/> Other _____	<input type="checkbox"/> Audio Conference Capability Videoconference Capability: <input type="checkbox"/> Single Axis <input type="checkbox"/> Dual Axis