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Book of Lists

Facility Connectivity Checklist: Audio-Visual and Computer Support





Facility Connectivity Checklist

The most important item in any checklist is the one you forget!

The Facility Connectivity Checklist is a living document. Meeting professionals are encouraged to forward their own checklist items to: meetingmentor@experient-inc.com. Updates will be posted regularly at experient-inc.com.

Audio-visual and computer support is a pivotal aspect of on-site meeting management. While you don't have to be an expert, you should know what questions to ask. This checklist, compiled in cooperation with KVL Computer Services, is a good place to start.

INTERNET CONNECTIVITY

VENUE SPECIFICATIONS

- Is there an exclusive Internet vendor at the property? If not, does the venue have a list of preferred vendors?
- What are the payment policies?
- Is there a fully installed and managed solution in existence at the property? If so, is there on-site technical support?
- Is a remote solution the only option? If so, what services does the property provide to support an outside solution? What are the fees/charges for this support?
- Does the venue supply computers or do they come from a third-party supplier? If the latter, are they on site?
- Are technicians available on site? Are they venue personnel or third party? Are they available 24/7? Is their time charged?
- Is discount package pricing available? Are charges per day or for the length of the meeting?

VENUE TECHNICAL SPECIFICATIONS

- Does the venue have wireless connectivity? Do meeting rooms have wireless or wired connectivity?
- Does the system use dynamic or static addresses?
- Who is the Internet service provider?

- What is the bandwidth size of the installed solution?
- Are T1 and/or T3 lines available? Are they full or partial hookups?
- Does the facility provide constant system monitoring to keep track of bandwidth usage?
- Is there a firewall? If so, does it conduct filtering or monitoring?
- Is there a backup system in place?
- Where will the drops be placed?
- Does the property provide DHCP services?
- Can the venue create a V-LAN, which will provide added security to the system from use by attendees?
- What is the contact procedure for off-hours support?

KIOSKS

CLIENT REQUIREMENTS

- Will attendees have Internet access?
- Will you require on-line interfacing with registration? What other specific applications will you need besides a browser?
- Will you require an on-line conference agenda? If so, will it be available to attendees for download to a PDA (personal digital assistant)?
- Will you require the exhibit hall map to be on the kiosks?
- Do you require a secure login to be attendee specific?
- Will there be conference e-mail?
- Do you want to create groups and profiles? (This will allow conference management to send messages to targeted groups.)

COMPUTERS

CLIENT REQUIREMENTS

- How many computers can be hooked up at one time in each room?
- How much memory comes standard with each computer? (A minimum of 512 Mb is recommended.)
- Can printers be hooked up to more than one computer at a time?
- Do you require desktops or laptops? Monitors or flat screens? Color or black-and-white printers?
- What size and type of monitors are available?
- What software do you require on the system? What applications are pre-installed?
- Are projectors, remote controls and screens available? What are the charges for this equipment?
- Who is responsible for the security of computer equipment in meeting rooms?

VENDOR REQUIREMENTS

- Does the vendor provide technical and networking support?
- Is the equipment owned or leased?
- What types of machines are available? Will they be the same make and model? (It is recommended that all machines be of the same make and model.)
- Does the supplier provide staff for set-up, networking, tear-down and support during conference?
- Ask for references.

TELEPHONES

CLIENT REQUIREMENTS

- Do you require handset phone (basic phone) or speaker phone?
- If speaker phone, do you require the speaker phone option on a regular phone only or do you require a Polycom (a superior speaker phone capable of connecting several outside parties)?

- Do you require dial-in/out access or do you just want to receive calls?
- Do you require restricted access – local and 800-numbers only?
- Do you require modem/fax lines?

GLOSSARY

Static IP addresses are used to identify semi-permanent devices on a network and their IP addresses are constant. Servers are the primary users of static IP addresses.

Dynamic IP addresses are issued to identify non-permanent devices. Clients are the primary user of dynamic IP addresses. Internet service providers can use dynamic allocation so that they can reuse addresses when they have more customers than connections to the Internet (particularly prevalent in dial-up access).

A **T1** means any data circuit that runs at the original 1.544 Mbit/s line rate. **T3** circuit channels carry multiple T1 channels multiplexed, resulting in transmission rates of up to 44.736 Mbit/s.

Dynamic host configuration protocol (DHCP) is a client-server networking protocol. A DHCP server provides configuration parameters specific to the DHCP client host requesting, generally, information required by the client host to participate on an IP network.

A **local area network (LAN)** is a computer network covering a small local area, like a home, office or small group of buildings such as a home, office or college

A **virtual LAN or VLAN** consists of a network of computers that behave as if connected to the same wire—even though they may actually physically connect to different segments of a LAN.

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