Video Conference Facilities

1. Objective

This document outlines the policies and procedures on the use of Video Conferencing (VC) technology within MTD HQ and site offices including local and overseas. Video Conferencing is based on telecommunication technology connecting at least two or more locations either between meeting rooms with VC facilities or over a computer network, with cameras, monitors/TVs and microphones at each end. Once connected, the people at each end will have the ability to see and hear each other in a totally interactive audio/visual experience.

2. Scope

The scope includes the process for booking, attending and managing VC;

2.1 VC users

2.1.1 All Staff are required to fill up "Video Conference Requisition Form"*[Appendix 12]*before using the VC Facility.

2.1.2 For special request such as to use a notebook, the request shall be submitted to IT department at least 3 working days in advance before the session starts.

2.1.3 Staff who use the Video Conference facility shall also be responsible in taking care of the Video Conference Equipment.

2.2 VC Priority Use

2.2.1 The Top Management has a higher priority in using the Video Conference.

3. Policy

3.1 The video conference will be used for MTD's operational and business purposes only.

3.2 Respective IT staff are required to ensure all the Video Conference Equipment is in good condition and functional at all times.

3.3 The VC equipment warranty shall be monitored by IT department.

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4.   Procedures

4.1 Respective department/users are required to complete the "Video Conference Requisition Form" *[Appendix12]* provided by IT department.

4.2 ITdepartment will arrange for VC request by checking the VC schedule and the room's availability from the COO/CEO Office.

4.3 Request from respective department/users shall be made at least 3 working days in advance

4.4 In preparation for the meeting, IT department and each participating site will set up the equipment at least 30 minutes prior to the VC session to check the equipment condition and to conduct an operational test. Before the VC session begins, IT department shall brief both/all parties basic techniques on the use of the equipment.

4.5 After the VC session is over, IT department will disconnect the call and check on the equipment's condition and functionality again.

The following points are useful recommendations to help ensure the use of video conferencing equipment safely:

i) **DO NOT** leave the camera "switch on" and set to "Auto-Answer" – if it is in doubt, please switch the camera off.

ii) **DO ASK** the people at the other end "who is" in the room or listening to the video conference. Sometimes the cameras do not have a wide enough view to show everyone in the room.

iii) **DO** check the camera angle and the image you are going to transmit before connecting to the other caller – certain sitting positions may cause embarrassment at the other end.

iv) **DO** use **mute** when you are not speaking during a multi-point conference or when talking amongst yourselves before a conference starts.

v) If possible arrange for a phone to be nearby so in the event of technical problems you can call IT department and discuss the problem without leaving the room.

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VIDEO CONFERENCE MEETING ROOM BOOKING PROCEDURE[Appendix13]

Description / Action	Responsibility	Duration / Timeline (Working Day)
• Request for using Video Conference meeting room. • Fill up Video Conference Requisition Form [Appendix12] and get approval from Respective HOD.	User / Respective Dept	3 working days
• Upon receipt Video Conference Requisition Form from user. • Request make to/from the COO/CEO Office if the VC meeting room is available.	ITD & COO/CEO Office	
• IT Staff to do VC set up and on standby	ITD	
• Form filling	ITD	

(signature)

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