

Higher Education AV Operations, the view from Australia

SCOTT DOYLE - AV MANAGER



Acknowledgement of Country

On behalf of those present, I acknowledge the Traditional Owners of the land on which we now meet. I pay my respects to their Elders: past, present and emerging.

I also pay my respect to all Aboriginal and Torres Strait Islander people of Australia and hope that the path towards reconciliation continues to be shared and embraced.



Scott Doyle
AETM President



AETM

the association for Audiovisual &
Educational Technology Management Inc.



AETM

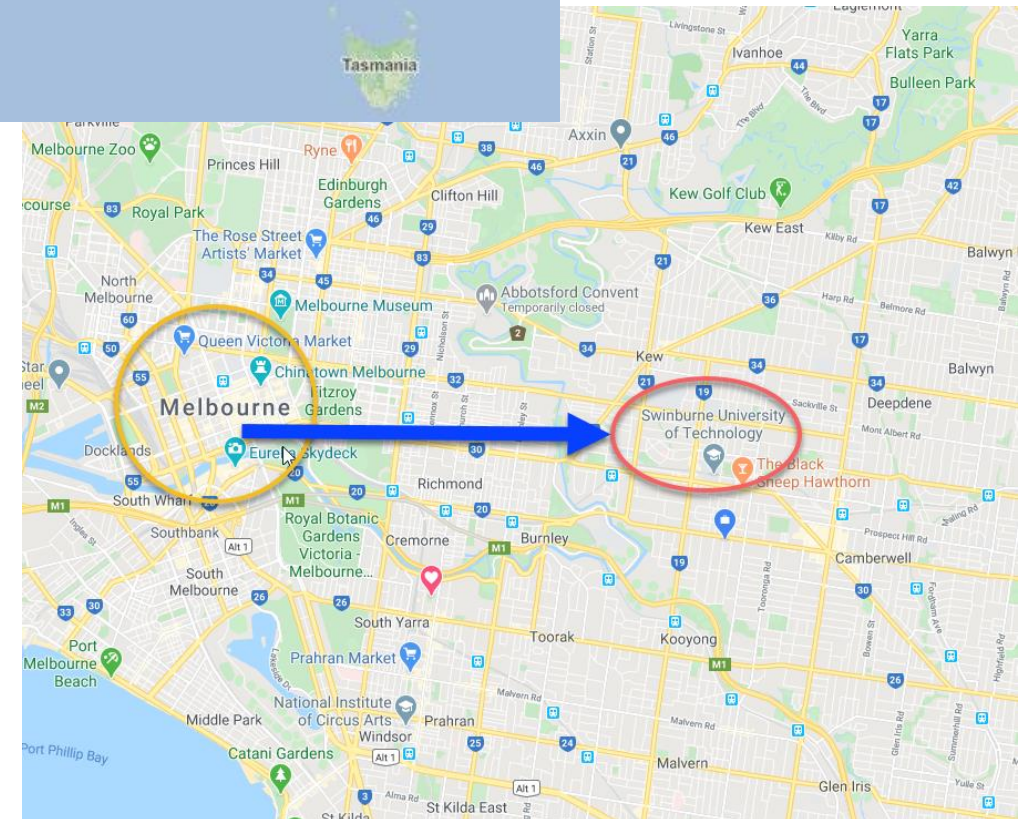
the association for Audiovisual &
Educational Technology Management Inc.

Find out more at: www.aetm.org

 @AETMinc

SWINBURNE UNIVERSITY OF TECHNOLOGY

MELBOURNE,
AUSTRALIA



A LITTLE ABOUT MYSELF

27 years at Monash University

- Television and sound technician
- Support Manager for largest campus
- Design Manager, Learning and Meeting Spaces
- AV Supplier and Contracts Manager

Joined Swinburne in 2017

- Audio Visual Manager

AETM Executive Committee Members – 10 years

- Current elected Association President



SUBURBAN CAMPUS, 10 MINUTES FROM DOWNTOWN



ONLY A FEW OPEN SPACES



AV @ SWINBURNE SNAPSHOT



- 435 Learning spaces
- 138 Meeting Spaces
- 3 video walls
- 3 Innovation solutions
- 10 simulation spaces
- 92 Digital Signage displays

AUDIO VISUAL ACHIEVEMENTS 2019

Learning and Meeting Space Upgrades completed in 2019 by the Audio Visual Team delivered **improved learning and collaboration experiences** for all students and staff by providing **higher quality** and **more reliable AV technology**

122

LEARNING SPACES
UPDATED WITH
NEW AV STANDARDS

97

**NEW VIVI WIFI CAST
DEPLOYMENTS**
ACROSS OUR LEARNING
AND MEETING SPACES

22

**NEW CLOUD
CONFERENCING
MEETING SPACES**
ESTABLISHED

OTHER SUCCESSFULLY COMPLETED UPGRADES IN 2019...

15

ACTIVE LEARNING SPACES
UPDATED TO THE NEW AV STANDARD

10

MEETING SPACES
UPDATED TO THE NEW AV STANDARD

14

LECTURE THEATRE
RADIO MICROPHONE UPGRADES

4

NEW ECHO ALP
CLASSROOMS CREATED

12

**EXECUTIVE CISCO VC
MEETING ROOMS**
UPDATED TO THE NEW AV STANDARD

2

FULL LECTURE THEATRE
UPGRADED

AV CAPEX BUDGET JOURNEY

2017 Projects - (Total - 74)

- \$1M budget
- \$500K projects

2018 Projects - (Total - 99)

- \$1M budget
- \$200K projects

2019 Projects

- \$4M budget
- \$1.8M projects

2020 Budget – the year of change

- Requested - \$2.5M
- Begun with- \$1M
- COVID-19 Rev 1 - \$500K
- **COVID-19 Rev 2 - \$0**

2021 Outlook

- **\$500K**





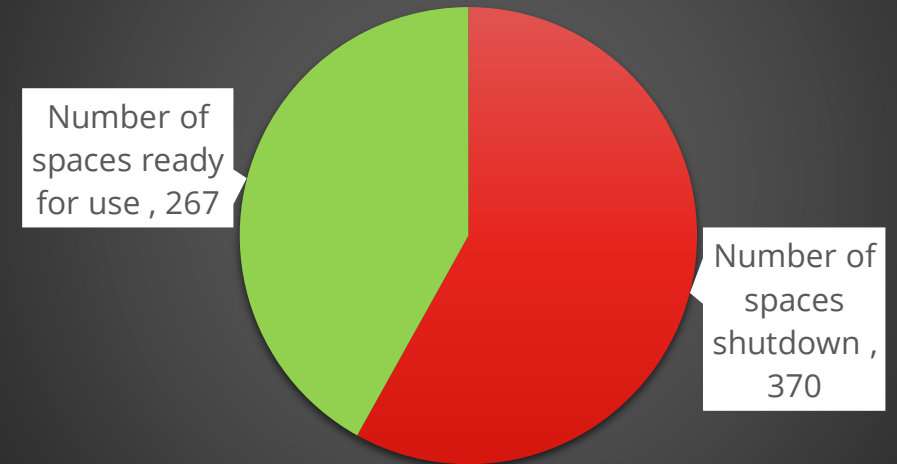
AV Racks power shutdown

- All spaces that time-table office deemed as non specialised
- All basic meeting rooms

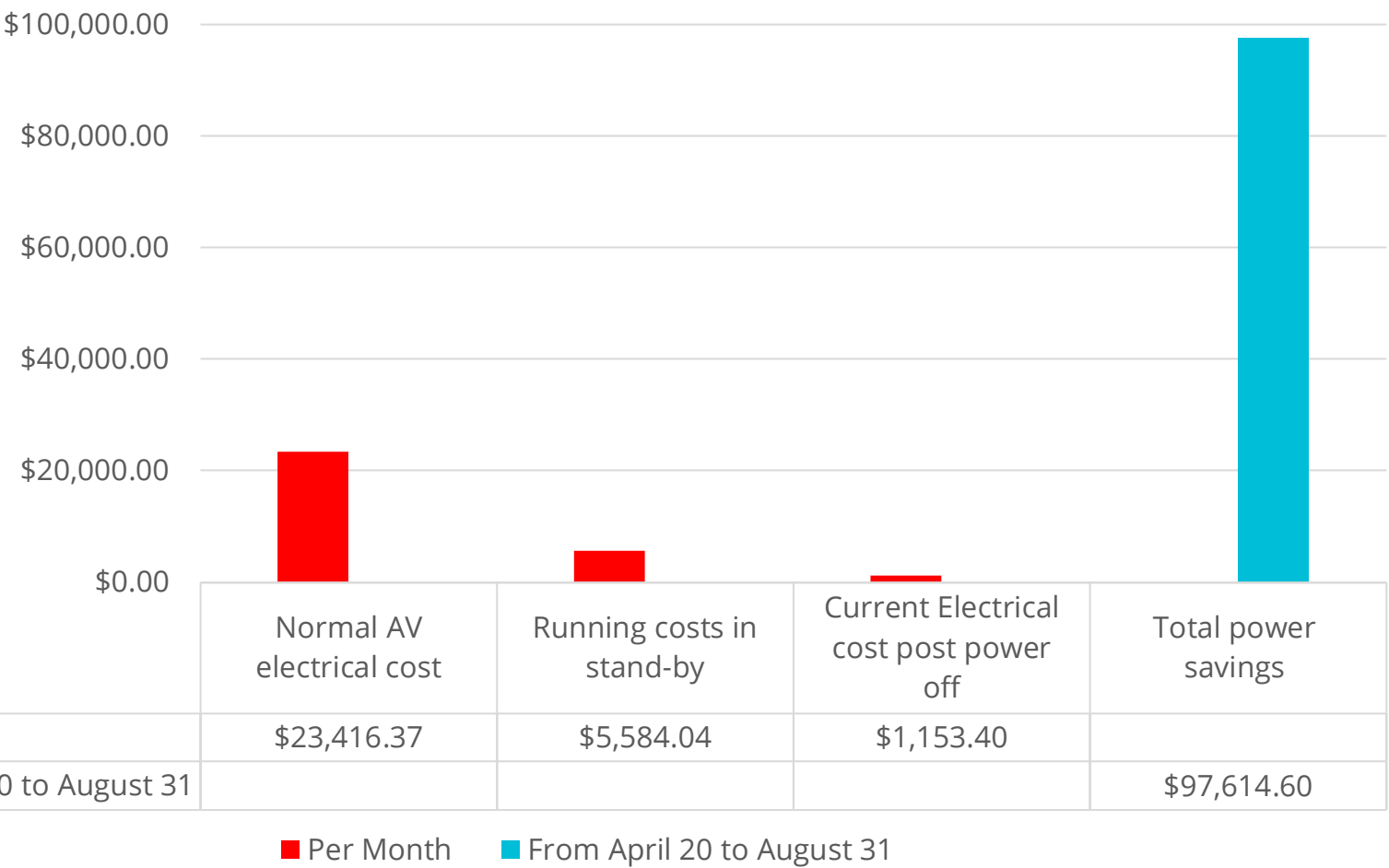
Remained ready to be use:

- Conference enabled meeting rooms
- Specialised learning spaces
 - Online classes being taught
 - Student assessments

Fleet total of AV Spaces = 637



POWER USAGE FOR AV FLEET



**Total power savings
between Apr 20 – Aug 31**

\$97,615

COVID-19 RESPONSES

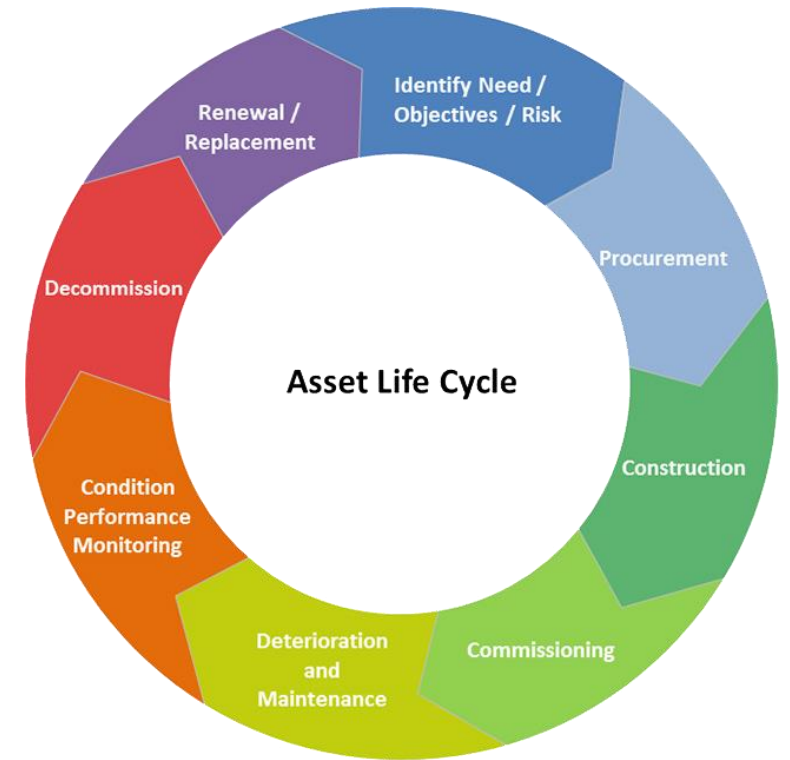
Melbourne has been locked down twice!

- After LOCKDOWN 1
 - All AV staff dispatched back to campus to attend all rooms more than 3 years old.
 - Full DEVICE audit
 - Visual inspection
- After LOCKDOWN 2
 - All AV system given a 2 year life extension
 - We've been told we have to maintain existing environment, no lifecycle upgrades until 2023



AV solution lifecycle management and refresh programme's

- Lifecycle management benefits
 - Strategic planning
 - Reduced annual budget
 - Increased ROI
- Refresh Programme's
 - Targeted refreshes
 - Partial refreshes instead of complete solution refreshes
 - Refresh projects based on location / solution builds
- AV Remote Management
 - New proactive remote management of AV solutions
 - New online & remote support for Level 1 & 2 IT support



How can this data be used?

- Support staff able to tag a device condition
 - after incident resolution
- Reports can be pulled to track a device fleet for annual budget planning

Device condition + Room build year

=

Reduced whole solution refreshes

&

Increase device lifespans



AUDIT DATA – WHAT ELSE DOES IT BRING



'SHIFT LEFT' CONCEPT

Shift left = move simple, repeatable IT requests **'left'** using knowledge.



Customer



Level 1



Level 2



Level 3

Self Help

Service Desk

Client Support

AV Support



KNOWLEDGE

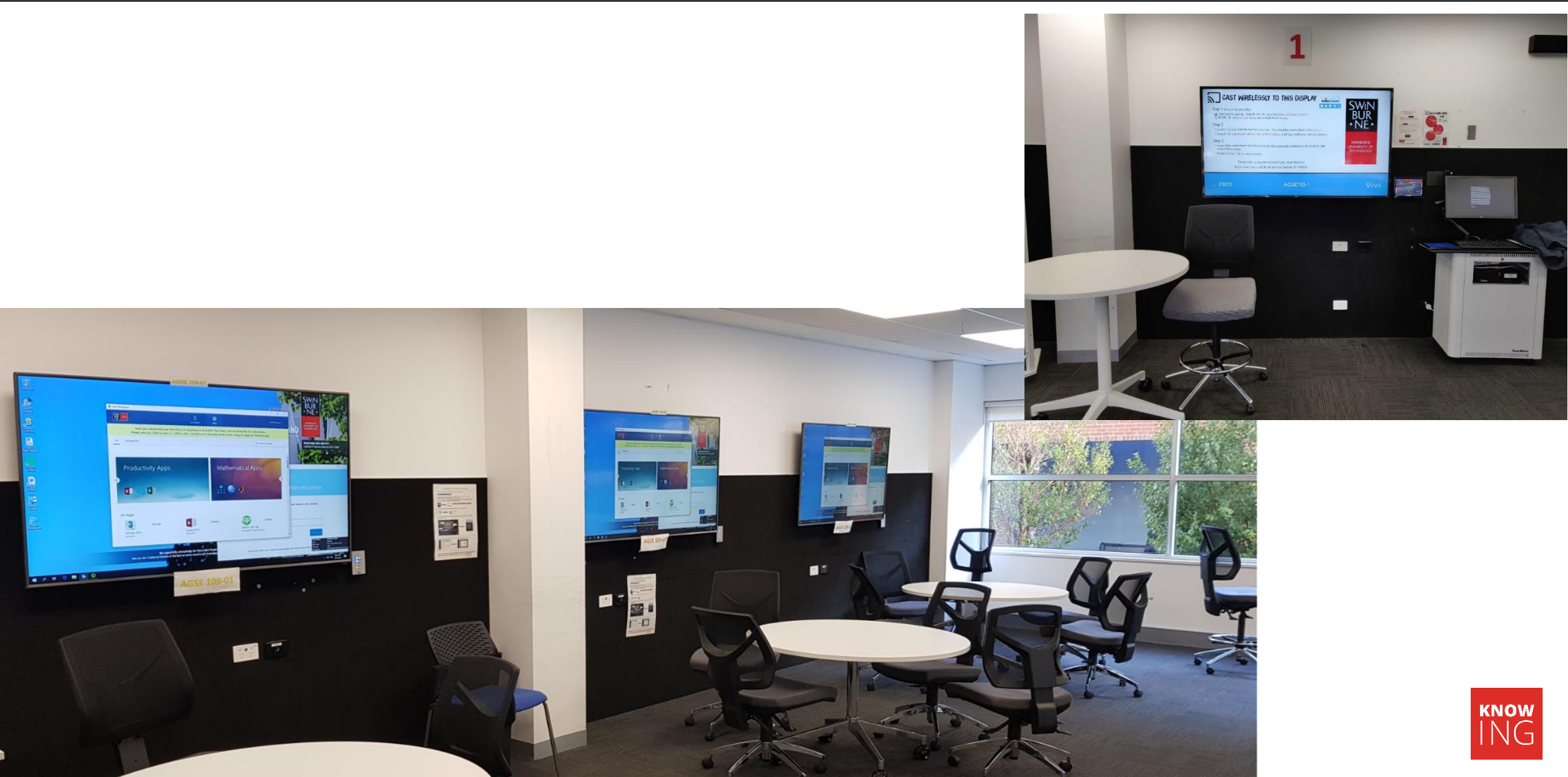
SOOOOO..... 'SHIFT LEFT'

KNOWLEDGE IMPROVES

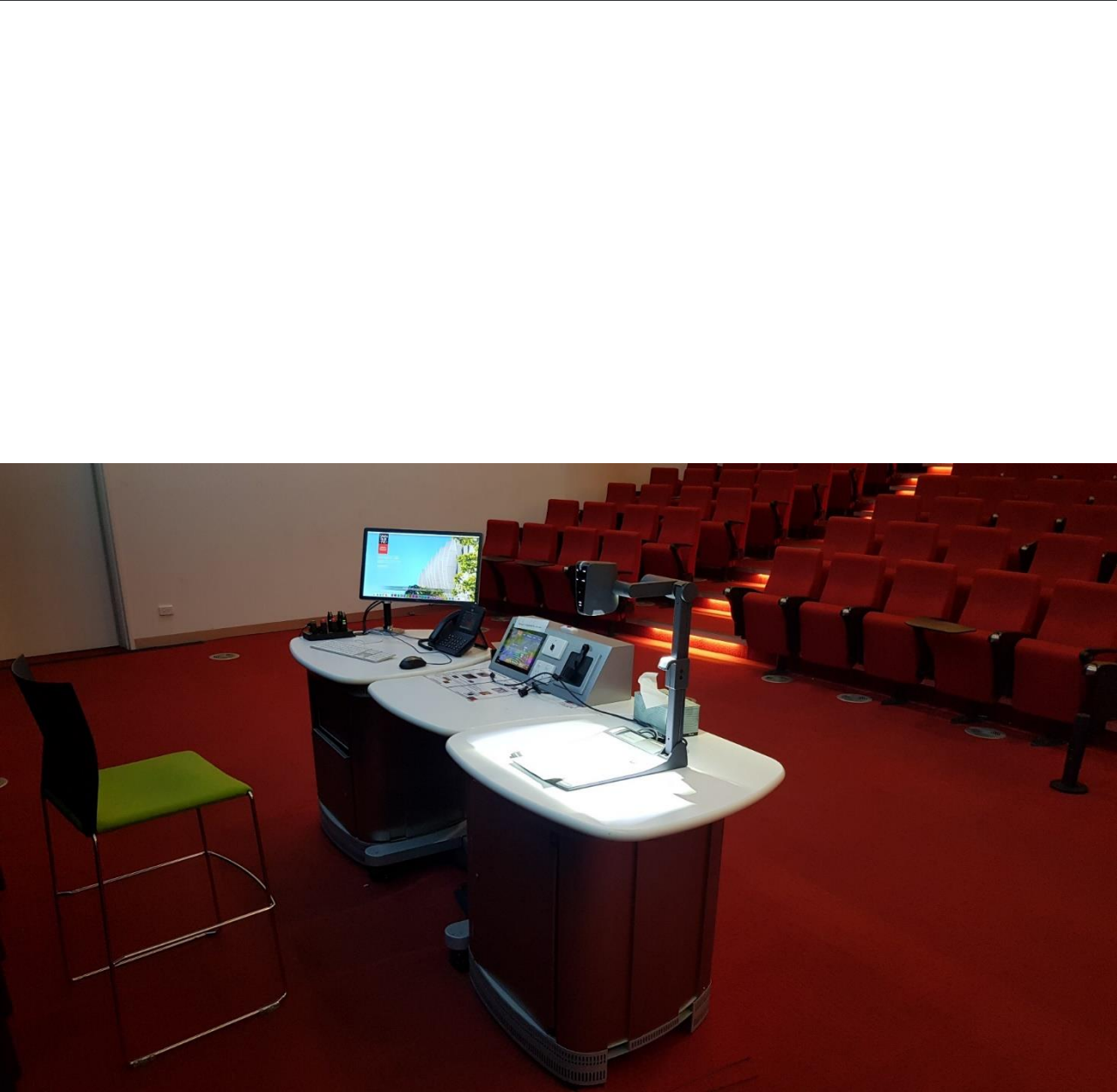


**First Contact
Resolution**

ACTIVE LEARNING SPACES



LECTURE THEATRES



STANDARD CLASSROOM



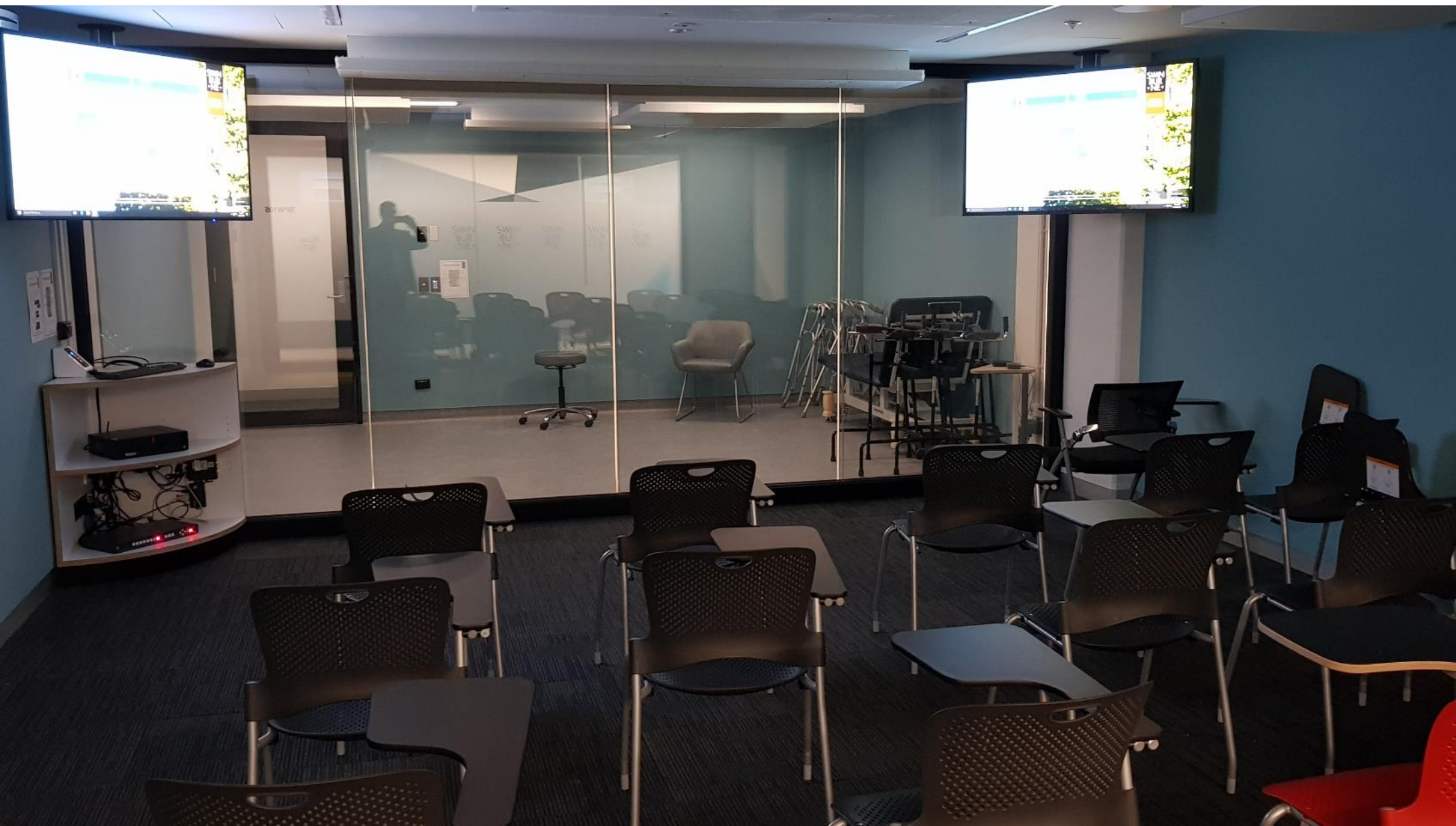
LAB SPECIFIC CLASSROOM



SIMULATION SPACE – FILM & TELEVISION



SIMULATION SPACE – NURSING



INNOVATION SPACES - ANATOMY



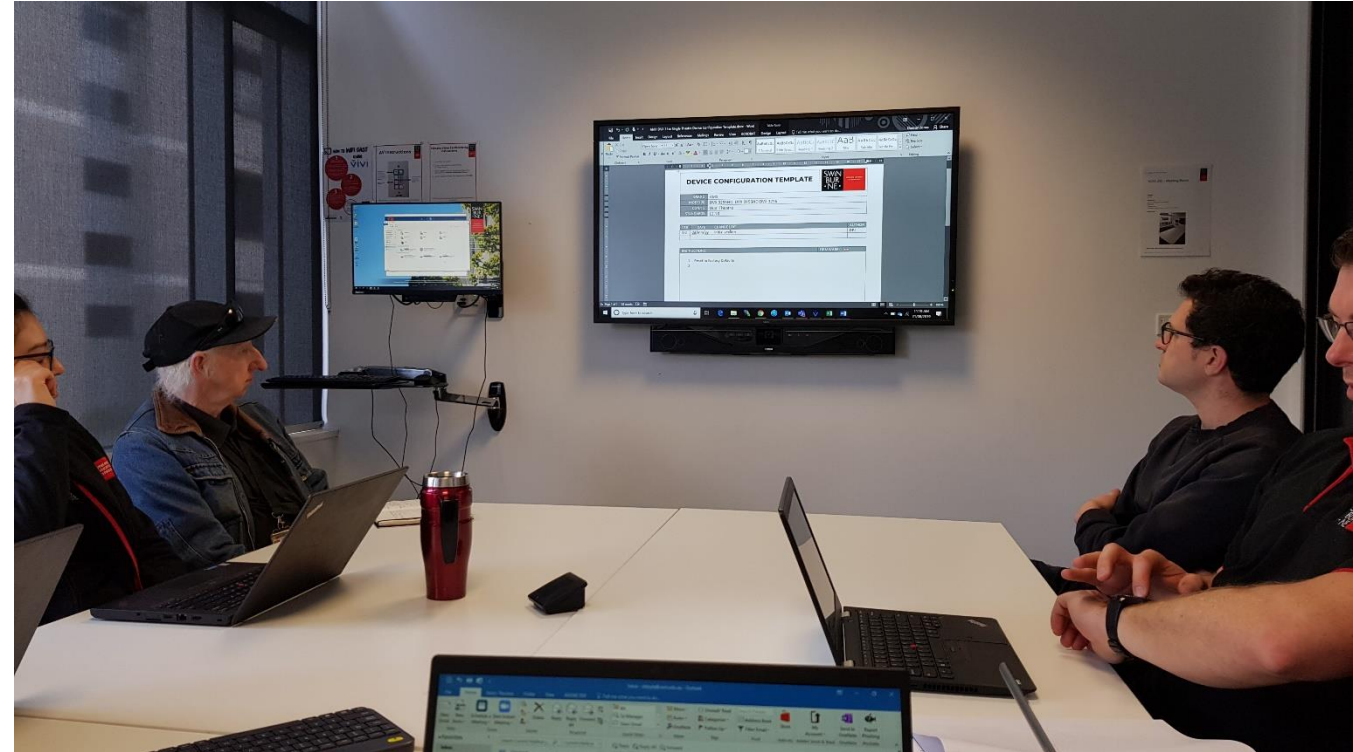
INNOVATION SPACES - VR



MEETING SPACES

138 Meeting Spaces

- 24 Videoconferencing (Cisco)
- 28 Cloud Conferencing (Zoom / Teams)



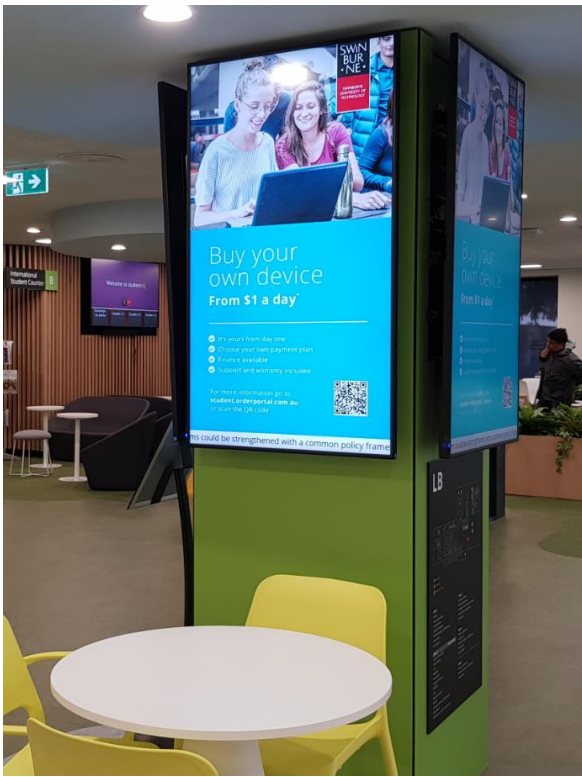
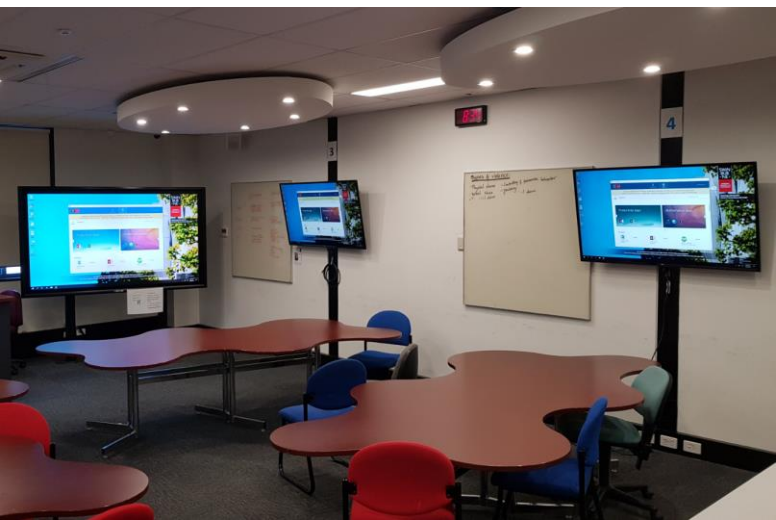
zoomrooms



Microsoft Teams

KNOW
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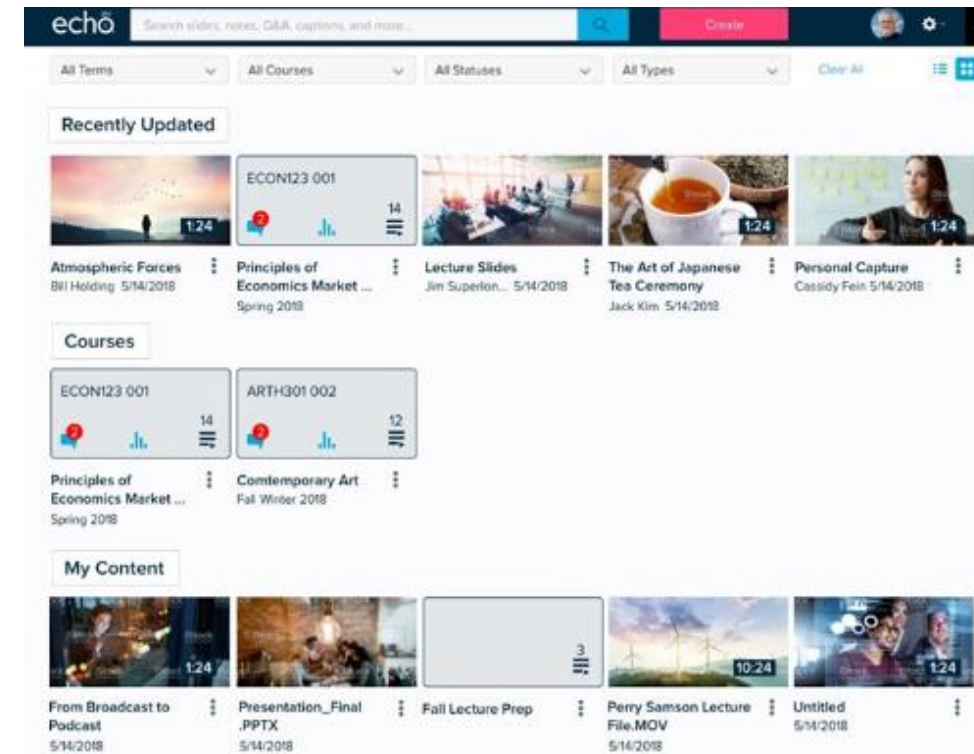
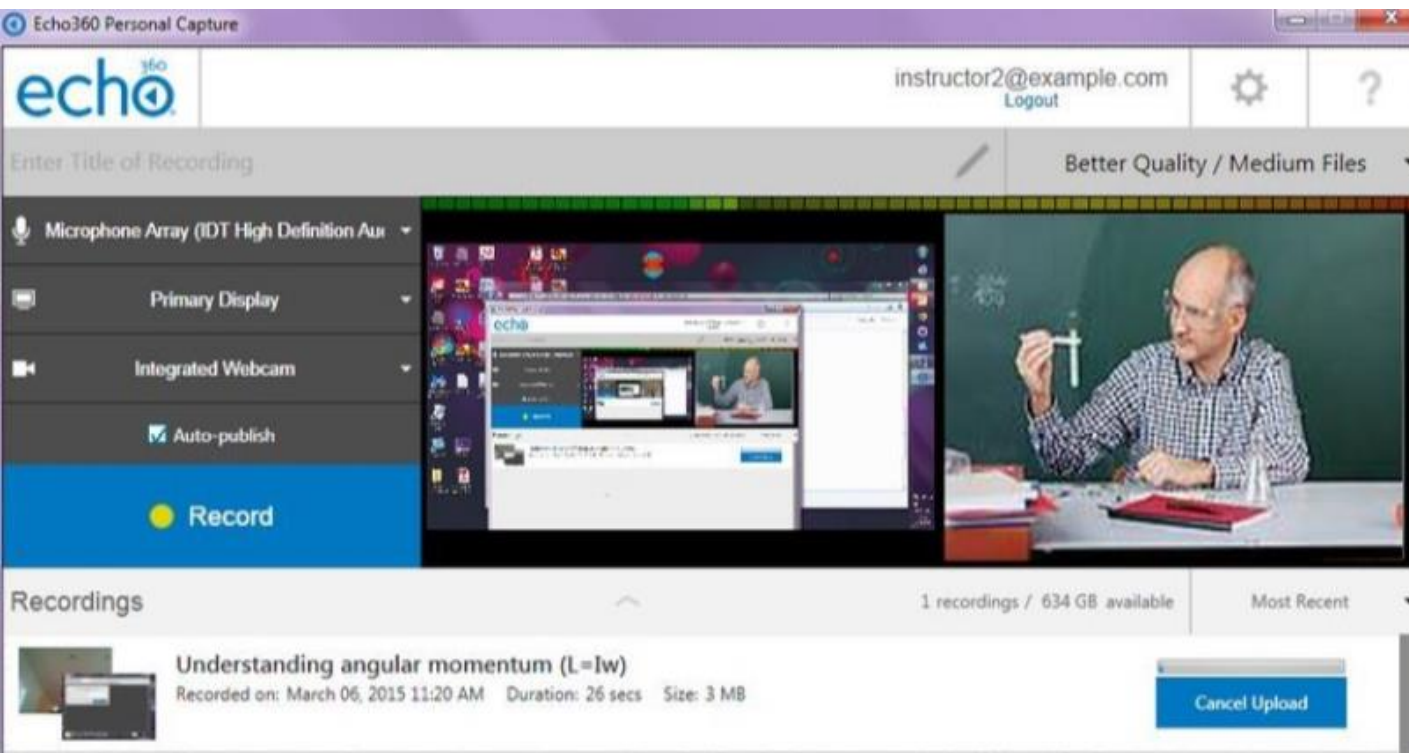
INNOVATIVE AV SPACES



LECTURE CAPTURE

Echo Pro ALP

- 34 venues
- 680 capture's per week
- 40,000+ minutes per week



Membership

98 members across Asia-Pacific

- 438 individual sub-members
- 57 University members
- 30 members from K-12
- 7 members from TAFE
- 4 members other sectors



AETM

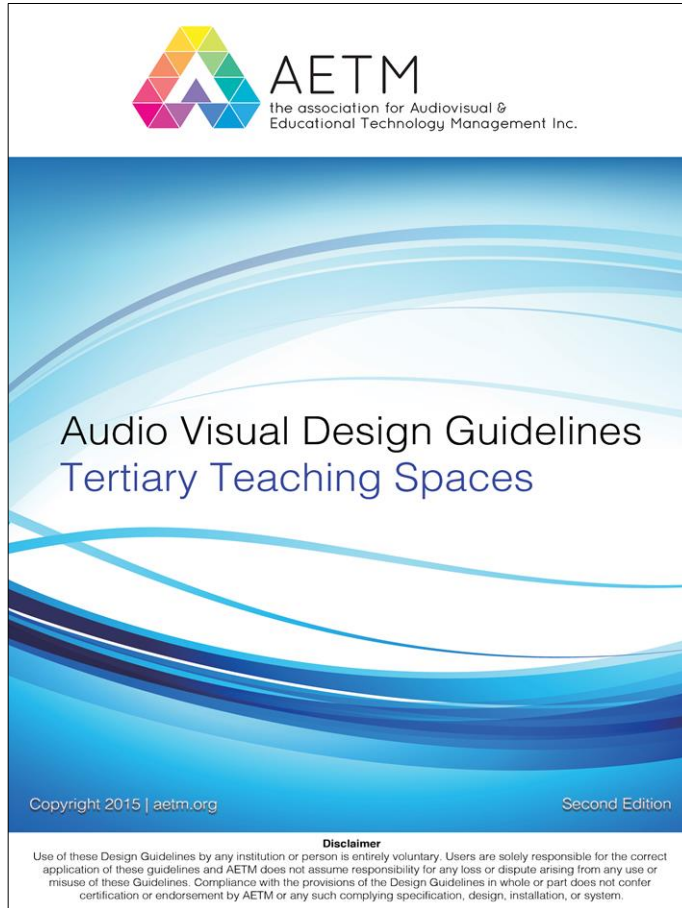
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Audiovisual Design Guidelines



- 1st Edition 2010
- 2nd Edition 2014
- 3rd Edition 2019 - online only, not PDF
- Free download from website
- www.aetm.org/av-design-guidelines/

Thank you

