



NEW MEXICO CORRECTIONS DEPARTMENT

Secretary
Alisha Tafoya Lucero

CD-044100 Video Conferencing Usage and Scheduling	Issued: 01/30/08 Effective: 01/30/08	Reviewed: 07/31/23 Revised: 03/05/15
Alisha Tafoya Lucero, Cabinet Secretary		<i>Original Signed and Kept on File</i>

AUTHORITY:

Policy *CD-044000*

REFERENCE:

- A. ACA Standards 2-CO-1F-07, *Standards for the Administration of Correctional Agencies*, 2nd Edition.
- B. ACA Expected Practice 5-ACI-1F-08, *Performance Based Expected Practices for Adult Institutions*, 5th Edition
- C. ACA Standard 4-APPFS-3D-33, *Performance Based Standards for Adult Probation and Parole Field Services (APPFS)*, 4th Edition.
- D. ACA Standards 1-CTA-1D-02, *Standards for Correctional Training Academies*, 1st Edition.

PURPOSE:

To establish video conference schedule protocols due to the increasing demand for video conference sessions to maximize video quality and limit video session bandwidth impact on data circuits supporting mission critical applications (e.g. Share, CMIS, PPTS, NCIC, email, etc.)

APPLICABILITY:

All NMCD Staff, contractors, business partners and external agencies.

FORMS:

Video Schedule Request form (*CD-044101.1*)

http://cdweb/VIDEO/restricted/Video_Conf_Sched_Request_Form_cd044101.1.doc

ATTACHMENTS:

- A. **Video Schedule Request Sample Attachment** (*CD-044101.A*)
- B. **Video Calendar - Appendix A Attachment** (*CD-044101.B*)
- C. **NMCD Circuit Bandwidth - Appendix B Attachment** (*CD-044101.C*)

DEFINITIONS:

- A. *Video conference*: Video system which allows two or more sites to communicate by two- way audio and video transmission.

- B. Conference number: A unique access number assigned to a video conference controller which connects multiple video units together to establish a conference session.
- C. Conference Recorded: A video with audio recording of the entire conference including all video endpoints which participated. Can be provided on a DVD, CD, or watched later via streaming media (online viewing to a PC through the network).

POLICY:

- A. The agency, including but not limited to all institutions, the New Mexico Corrections Training Academy (NMCTA), and the Probation/Parole Division and its field offices, cooperate and collaborate with other governmental, criminal justice, human services, and other service agencies in information gathering, exchange, standardization, and research activities. [2-CO-1F-07][5-ACI-1F-08][1-CTA-1D-02] [4-APPFS-3D-33]
- B. To allow NMCD administrative and operational units to communicate using two-way audio and visual technology that also adds to the efficient and cost effective operation of the Department.



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PROCEDURES:

A. Request Submission

1. Complete the **Video Schedule Request** form (*CD-044101.1*) and send via email to: NMCD-video@state.nm.us. Due to high demand for video services and conference rooms, early scheduling is encouraged.
 - a. For internal agency video conferences, please submit form (*CD-044101.1*) two (2) weeks prior to requested conference date, if possible.
 - b. For outside agency video connections (e.g. SPO, JID, NMCOURTS, Contractor, etc.) please submit form (*CD-044101.1*) a minimum of three (3) weeks in advance of the requested conference date, if possible.

B. Request Processing

1. Upon receipt of the **Video Schedule Request** form (*CD-044101.1*), ITD will verify availability and the requested conference will be placed on the video conferencing calendar and assigned a conference number.
2. ITD will send a confirmation of the conference schedule(s) and conference number(s) to the requestors via email.
3. Requestors are responsible for scheduling meeting rooms, staff, etc., and sending notification of the conference number via email to all participants prior to conference start time.
4. The current video conferencing calendar is available in the **email** system for users to view for tentative planning purposes. It is Located inside the Public Folder, under "Departments" folder, inside the "New Mexico Corrections Department" folder and inside the "Information Technology Division" folder is the calendar. *See attachment (CD 044101.B) as an example of the calendar.*

C. Conferences

1. ITD recommends all video conference participants connect to the conference a minimum of fifteen (15) minutes before the conference is to start. In the event a technical problem arises, fifteen (15) minutes will allow ITD time to remedy most video issues.

New Mexico Corrections Department Video Conference Schedule Request Form

Email to: NMCD-video@state.nm.us

1. Requestors Name _____ Phone _____

2. Today's date: ____ / ____ (Scheduling is done on a first come first serve basis)
You may call 827-8683 or 827-8641 to check for available dates and times.

3. Requested Date for Conference ____ / ____.
Start time _____ End time _____

OR

4. If this is a recurring conference event; Day(s) of the week _____
(Or other time frame, e.g. 1st Monday of the month)

5. Recurring until date _____

6. Would you like the conference recorded? Yes No
(For Training or other purposes)

Recording format: Online (accessible by PC over the network)
 Burned to a CD or DVD hard copy _____
of copies

List all locations to be included in conference

Location: <i>(e.g. Central Office, PPD, Facility, Parole Board, Other)</i>	Video Unit Location: <i>(e.g. Room, Auditorium, Visitation, Medical, Warden's Office)</i>

New Mexico Corrections Department Video Conference Schedule Request Form

Email to: NMCD-video@state.nm.us

1. Requestors Name John Doe Phone 827-0000
 2. Today's date: 9 / 20 / 07 *(Scheduling is done on a first come first serve basis)*
You may call 827-8683 or 827-8641 to check for available dates and times.
 3. Requested Date for Conference 09 / 29 / 2007
Start time: 9:30 am End time: 11:00 a.m
 - OR**
 4. If this is a recurring conference event; Day(s) of the week _____
(Or other time frame, 1st Monday of the month)
 5. Recurring until date _____
 6. Would you like the conference recorded? Yes No
(For Training or other purposes)
- Recording format: Online (accessible by PC over the network)
 Burned to a CD or DVD hard copy _____
of copies

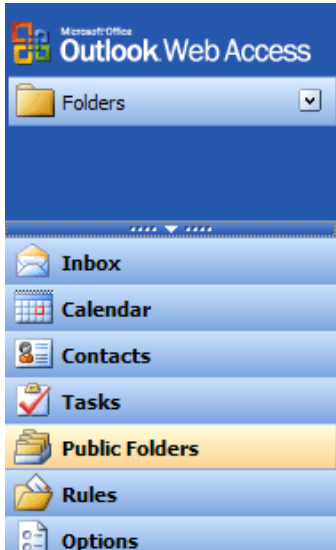
List all locations to be included in conference

Location: <i>(e.g. Central Office, PPD, Facility, Parole Board, Main Facility, Other)</i>	Specific Video Unit Location: <i>(e.g. Room, Auditorium, Visitation, Medical, PNM South, Warden's Office)</i>
Central Office	2 nd Floor Conference room
Parole Board	Large Conference room
Las Cruces PPD	Region Manager's Office
Gold PPD	Large Conference room
PNM North	Visitation room
PNM South	Education room
SNMCF	Warden Conference room
Las Vegas PPD	Video area
GCCF	Medical Telemedicine room

NMCD Video Calendar

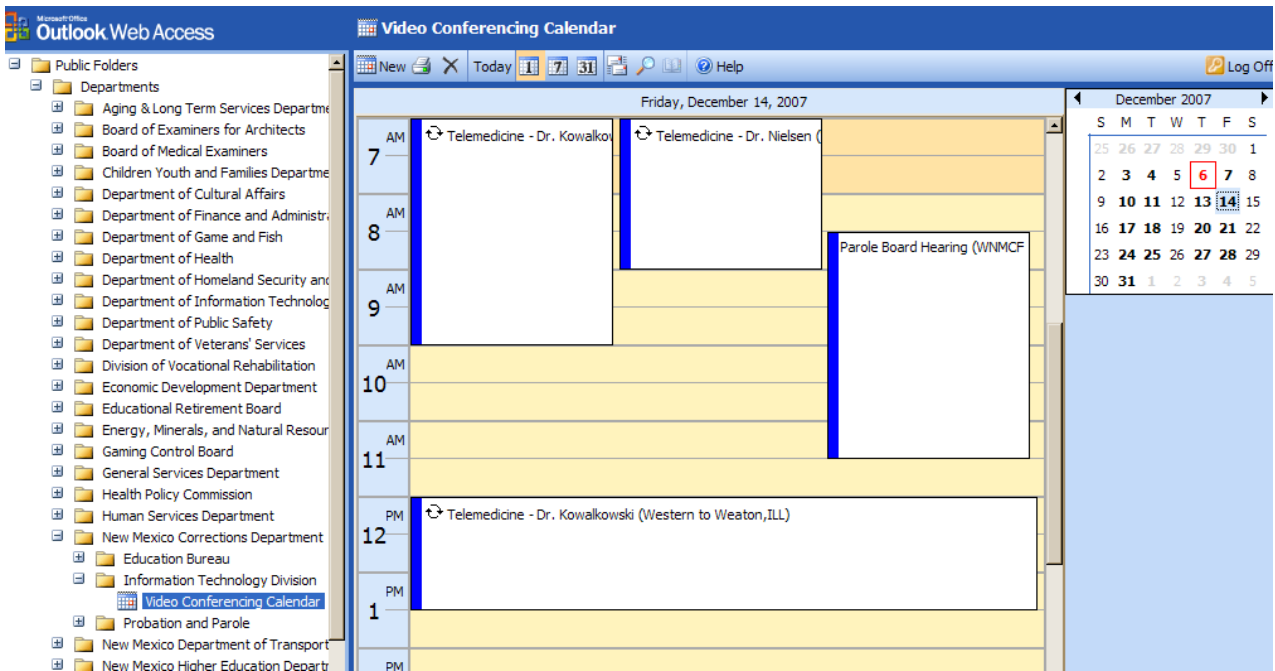
Appendix A

The Video Calendar is located under the “Public Folders” in the email system.



Note: The calendar is a “read only” calendar
Only ITD staff can make changes to this

Inside the Public Folder, under “Departments” folder, inside the “New Mexico Corrections Department” folder and inside the “Information Technology Division” folder is the Calendar.



NMCD Circuit Bandwidth
Appendix B

Due to the nature of video communications circuit bandwidth can be an overriding issue. Although IT continues to expand bandwidth in locations statewide as improvements become available, video conferencing scheduling will be based on available bandwidth and conference number availability.

High speed sites, circuits 10Mb or greater in existence or on the roadmap to upgrade this year:

CNMCF, SNMCF, GCCF, NENMDF, NWNMCC, PNM, NNMCC, LCCF, SCC, Gallup PPO, Las Cruces PPO, Gold PPO, Las Vegas PPO, Bernalillo PPO, Los Lunas PPO, Clovis PPO, Rio Rancho PPO, Roswell PPO, Tucumcari PPO, Grants PPO, Farmington PPO, Santa Fe PPO, Las Vegas PPO, Raton PPO, Truth or Consequences PPO.

Central Office Administration Complex/Gara

Video conferences between any of these sites are available five (5) days a week normal hours and multiple concurrent conferences.

Also Video conferences with outside business partners on the Internet or other state agencies are available five (5) days a week normal hours to these sites

Sites not listed above are connected via lower speed (3Mb or less) data circuits and are limited in availability. No concurrent conferences allowed.