1. Course Title

**DRAFT VTC Control Centre Operator.**

2. Identification Number (ID)

245

3. Purpose of the Course

Disclaimer: This DRAFT course description and the course content and structure are under development with the Office of Primary Responsibility (OPR).

To provide military and civilian personnel with the knowledge and skills required to perform as a VTC Control Centre Operator for NATO HD Video teleconferencing. Successfully install, program, operate, maintain and troubleshoot associated VTC Access Nodes and VTC HD Endpoints in the NATO environment.

4. Learning Objectives

Upon completion of the course, the qualified student will be able to:

- Understand and describe the NATO VTC HD architecture and associated equipment.
- Install, configure, operate and perform diagnostics on a variety of VTC conference server platforms including the Polycom® RealPresence® Resource Manager (RPRM) and RealPresence® Collaboration Server (RMX 4000) and have an understanding of endpoints in the NATO HD environment.
- Introduction to carrying out day to day VTC operations.
- Set up cascaded conferences and conferences with Audio/Video and Content (People & Content) for both IP and SIP.
- A thorough understanding of the “As Built” diagrams provided for NATO HD VTC facilities.
- A thorough understanding of protocols used in VTC for H323 and SIP devices.
- Acquainted with the booking and scheduling process of all conferences in NATO.
- Acquainted with the operation of the “Crestron” control panel.
- Understand the VTC Facilitators roles and responsibilities.
- Understand the influence of various communication / network configurations on a VTC conference.
- Run basic diagnostic checks on Fibre Optic Modems and fibre connections, and Crypto devices.
- Acquainted of the processes and supporting procedures of ITSM.
- Overview of the Distributed Media Application 4000 (DMA) Server.
- All students will undertake a practical and theoretical exam at the end of the course.

5. Qualification

**NATO VTC Control Centre Operator**
6. Student Criteria

1. Have been assigned or selected for assignment to a NATO HQ or Agency or Unit assigned to or earmarked for assignment to NATO working directly on a NATO.
2. VTC VCC.
3. Have met the Background Knowledge Pre-requisites for this course.

7. Rank

- NCO’s
- Civilian technicians and engineers

8. Language Proficiency

Language Proficiency according to STANAG 6001: English SLP 3232 and a detailed knowledge of the applicable English electronic terminology.

9. Security Clearance

**NATO SECRET** (Minimum)

The student has to hand-carry a duly filled in and signed original of the NATO Security Clearance Certificate, see AD 70-1, Part IV, Chapter 1, Annex D.

The Student MUST have an e-mail account on the NATO NS network.

10. Course Length

5 working days

11. Special Instructions

12. Class Size

- Maximum
- Recommended
- Minimum

8/8/2
13. Nomination Procedures
See joining instructions and nomination procedure on www.nciss.nato.int

14. Pre-course Study Material
N/A

15. Location
The course is conducted at the NATO Communications and Information Systems School (NCISS), Latina Italy.

16. Background Knowledge Prerequisites
1. Basic knowledge of applications in a Windows environment.
2. ITSM user account and working knowledge of processes and supporting procedures of ITSM.

17. Modules
N/A