IACC MultiPOD meeting

Venue Pledge

PARTICIPATION PLEDGE

The *venue pledge* provides the assurance that participating IACC venues demonstrate the understanding of what it takes to competently deliver an *IACC MultPOD Meeting*. It is a commitment to working to the highest standards, together with more than one venue, the client and the technology provider in a collaborative and streamlined approach.

The *venue commits* to providing a high-quality planning and event execution experience for the client, putting the needs of the client first and to commutating effectively with all venues, as well as with technology, AV and/or production providers.

Venue commits to participate in the pursuit of joint brilliance, to the standards IACC has identified as critical to delivering an exceptional multi-venue meeting.

PLANNING PLEDGE

Client Liaison

Venue commits to providing a written proposal for the meeting within 1 working day.

Venue commits to sharing relevant information with other venues, in the spirit of collaboration and creating the best meeting experience.

Venue commits to assigning at least one planning team member to be the appointed IACC MultiPOD meeting representative.

Venue commits to appoint a MultiPOD planning team member who will have undertaken at least one IACC delivered MultiPOD online training course (live or on-demand).

Venue understands that one of the participating venues will appoint a planning team member who acts as the main contact with the client for administrative purposes (not contractual, or related to contractual agreements). This planning team member will work together closely with the other members of the venue planning team to share all relevant information.

Technology Expertise

Venue commits to appoint a MultiPOD AV/IT team member who will have a sound understanding of the *IACC MultiPOD Meeting* concept and will have MultiPOD learning (live or on-demand).

Venue commits to assigning at least one technology/AV team member on the IACC MultiPOD meeting planning team once their venue has been contracted.

Venue commits to the technology/AV team working with their counterparts at other IACC venues and the client appointed technology/AV/production provider.

Venue commits to participating in the required number of testing/rehearsals ahead of the meeting.

Venue commits to participating in planning calls with stakeholders, as required and requested by the client.

Venue commits to working with their counterparts at other venues, by sharing relevant information at all times.

Technology Infrastructure & Platform

Venue commits to providing the expertise to set up and support the technology required to capture and screen live content from and to multiple locations, either internally or through a specialist AV/Production Services company such as PSAV / Encore

Venue will have in place detailed information on the internet infrastructure and can conform to the minimum standards as specified by IACC in the Technology Considerations Section of this pledge document.

Venue commits to providing a meeting room environment (lighting and acoustics) that is suitable for video and audio capture and relay.

Venue commits to recommending or/and providing a stable audience polling and Q&A solution (ie. Sli.Do, CrowdMics or PSAV's Chime).

THE MEETING EXPERIENCE

The venue embraces the client's goals as it relates to providing the same across-venue attendee experiences in each location. For instance, through food & beverage, meeting room layouts and/or branding.

The venue commits to understanding the client's needs for cross-venue meeting design and to working with any appointed meeting architects (i.e MindMeeting), to deliver a consistent experience.

The venue commits to delivering an exceptional meeting for attendees by offering:-

♦ High quality meeting spaces equipped with quality furniture to levels stipulated in IACC's global quality standards.

♦ High quality food and beverage program, accommodating dietary requirements and preferences, whilst applying all efforts to reduce food waste and reduce food miles.

♦ Support to the event from start to finish, with highly trained staff who can offer immediate support.

♦ Creative approaches to creating memorable experiences.

♦ Support to the client in achieving the meeting's objectives by providing advice on suitable forms and formats or on meeting design services.

♦ Excellent hygiene for attendees through delivering a robust cleaning and sanitisation program, as outlined in the *IACC Pathway to Re-opening Guide*.

♦ Solutions for a structured sourcing of 3rd party services, such as transportation and registration services.

I am authorised to sign this pledge by my organisation and by doing so, commit to engaging with IACC MultiPOD Meeting event opportunities and to abiding by the standards set by IACC at all times.

Name of IACC Venue Authorised Signatory: ....

Position: ....

IACC Venue Name: ....

Date: ....

TECHNOLOGY CONSIDERATIONS FOR IACC MULTIPOD EVENTS

Internet Network

The venue commits to providing a stable internet network to facilitate the smooth running of MultiPOD meetings:

Base Network Considerations for IACC MultiPOD events

Dedicated Bandwidth	Venue can offer bandwidth that is dedicated to a particular need (examples: web cast, attendee).
Bandwidth Quality	Bandwidth should be synchronous (same upload and download)
Backup Solutions	Have sufficient backup bandwidth available to call upon if needed at the venue.
Wi-Fi Density	Minimum of 802.11ac access points in the meeting room (min. 1 point per 75 users).
Network Capability	Venue should support a minimum 1Gbps uplinks
Augmentation	Should issues arise, there is equipment on-site to adjust to demand.
Tech Support	On property tech support to be available throughout broadcasting. Locally located tech staff should have access to make network changes.
Monitoring	Venue located tech team have the ability to monitor and adjust bandwidth as needed.
Cybersecurity	MultiPOD events do not inherently create a new cybersecurity risk however, the impact of an interruption is larger when streaming video is the main presentation medium. The usual precautions should be taken to protect the network including regular software updates, appropriate firewalls

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IACC MultiPOD meeting

Advanced Network Considerations for IACC MultiPOD Events

Splash Page	Removal of the splash page for streaming devices
IP Address Public or Private	Static IP addresses should be available
Reporting	Provide internet/bandwidth reporting for the event
Fail-over / backup bandwidth	Backup bandwidth for the video streams are critical. Have a plan for the network in the event of a failure. Options; ♦ Work with your network service provider to install a permanent backup solution. ♦ Acquire an LTE router device as a backup to keep onsite (check cellular coverage and choose the provider with the best coverage). ♦ Work with a partner like PSAV / Encore to rent an LTE router device on a per event basis.

Minimum Bandwidth

The required level of bandwidth for a MultiPOD event varies according to the number of video streams being sent and received, the number of people involved in the meeting, and to a lesser extent the amount of live audience interaction via personal devices.

Attendees

♦ Wi-Fi upto 3Mbps per device on a shared network will provide a reasonable experience for attendee interaction.
♦ If a large number of attendees are planning to all receive or send video from a personal device, seek advice from your network service provider or PSAV / Encore.

Presenters / Video Stream Devices

♦ Any device which is sending or receiving streamed video should be on a dedicated, wired connection with 5 Mbps allocated per device (assumes video up to HD).

♦ If a large number of streams are aggregating in a single venue (e.g. to use as a video control room) check the total bandwidth available in the venue is sufficient.

Platform Options

There are two types of platform involved in hosting a MultiPOD event.

Cloud Video Platform – These services include Zoom, Microsoft Teams, GoToMeeting and similar services that bring multiple video streams together in a controllable way. For smaller meetings, venues should have an option ready for the group to make use of. For larger meetings a production partner like PSAV / Encore will likely provide this service. Be aware that the planner may also bring their own cloud video platform so it's important that hardware in meeting rooms is platform agnostic. Typically, "Zoom Rooms" running software on a computer can easily connect to multiple platforms. It's important that the venue understand the capabilities and limitations of connecting it's built in hardware to various platforms.

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Interactive Functionality Platform – These services include Slido, [PSAV's Chime](#) product and similar services that provide a level of engagement with a distributed audience. Depending on the platform the engagement may include aggregated Q&A, discussion forums, polling, popup messaging, wordclouds and heatmaps, and supporting information about the event.

It's important that venues are;
♦ Ready to offer a cloud video platform for smaller meetings or refer a client to a production partner if the meeting is larger.
♦ Proficient in creating audio visual setups which shows virtual presenters and virtual audiences in the other pods.
♦ Proficient in the understanding of the compatibility of existing built in hardware with various cloud video platforms.
♦ Able to recommend engagement tools appropriate for the goals of the meeting.

Control Room Locations

For larger meetings there is likely to be a need for a control room, where the meeting experience across all venues is managed from. This venue should be the one which holds the most source content.

AV Equipment

Cameras

Cameras are an important part of a MultiPOD meeting and are also less prevalent in IACC venues. Review these considerations before deciding how to support MultiPOD meetings at your venue. In all cases, remember social distancing lowers the number of people in a room and may make a previous camera selection non-viable. Testing the camera in the intended use case is important to understand what works for different sized events.

Equipment Considerations
♦ In small rooms, portable USB webcams attached to laptops can support smaller groups. Cameras integrated into soundbars provide a higher end product.
♦ Boardrooms and sloped floor auditoriums with build in PTZ (pan, tilt, zoom) cameras may be able to dial into multiple cloud video platforms.
♦ Cameras are best positioned at eye level.
♦ Bigger rooms will likely need professional production cameras so please consult your production partner.

Sound

Proper selection and placement of microphones is key to a successful event.

Equipment Considerations:
♦ In small rooms, the mic on the webcam may be sufficient. A small tabletop mic solution offers a higher end product.
♦ Boardrooms with build in microphones should have everything needed for quality sound, provided the system can dial into multiple cloud video platforms.
♦ Bigger rooms will need multiple mics including lavaliers for presenters. Think carefully about how to provide the audience with a voice. A fixed mic in the aisle may be the safest was to ensure questions can be asked of a remote presenter while maintaining distance. Other options here include push to talk delegate mics.

It's important that venues are;

♦ Prepared to discuss their venue technology including camera and mic placement knowledgably, having tested solutions for various room sizes.

Production Partner

When the venue falls short of being able to meet the demands of a MultiPOD event, a production partner can help. IACC has selected PSAV / Encore as it's preferred production partner for MultiPOD events due to the complete solution and broad geographic cover they offer. PSAV / Encore's solutions include;

♦   Internet
  • Temporary backup bandwidth
  • Full network deployments
♦   Cloud Video Platforms
♦   Production AV equipment including cameras, mics and traditional AV equipment
♦   Production support from Producers, Project Managers, Stage Managers and Graphics teams.
♦   Interactive Functionality Platforms including Chime - www.psav.com/what-we-do/virtual-and-hybrid-events
♦   Global coverage

Venue Training & Technology Consulting Partner

When considering the venues role, AV and IT staff support and any supply of technology hardware or software, IACC associate member and project partner, Electro Media Design offer IACC members globally, appropriate consultation and training as well as a strong inventory management and staff support platform, AVaStar.

Contact Eric Bracht at ebracht@electro-media.com or visit electro-media.com for further information.

The IACC Multi Pod initiative is proud to acknowledge the following partners

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