

Customer Service

Our Customer Management Branch offers S6 / IMO / IASO training and other information technology services for official government stakeholders on Joint Base San Antonio. You can reach us at:

Customer Management Branch

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Contacts:

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Chief, Networks Division:
210-295-9799

The U.S. Army Signal Network Enterprise Center – JBSA thanks you for your cooperation as we strive to improve services supporting our *Soldiers, Families, and Civilians.*



http://ice.disa.mil/index.cfm?fa=card&service_provider_id=98300&site_id=450&service_category_id=34

Our Mission

Providing Command, Control, Communications, Computers, and Information Management (C4IM) base services which enable battle command readiness supporting Joint, Combined and operational Army mission requirements, worldwide contingencies, and the working environment for thousands of Military, Civilians and Families today and in the future.

Our Vision

To be a customer-focused organization with a highly competent and disciplined workforce, providing excellent technological services by applying only best business practices.

Award Wining NEC of the Year
"Medium Category"

★ Army Level 2011

★ 106th Signal Brigade 2012



JOINT BASE SAN ANTONIO



*Internet Protocol
Video
Teleconferencing
(IP VTC)*

**Joint Base San Antonio - Fort Sam
Houston's
'Information Management Team'**

www.samhouston.army.mil/NEC

What is IP VTC?

Internet Protocol Video Teleconferencing (IP VTC) is an interactive tool that integrates video, computing, and communication technologies to enable people in various locations to meet face-to-face to collaborate and communicate in real time.



Who will this service be available to?

IP VTC services will be accessible for all JBSA - FSH mission partners. Your unit's Information Technology professionals (G6 / S6 / IMO / IASO) will need to ensure organizational VTC systems meet hardware configuration and accreditation standards for network enterprise connectivity.

Benefits of IP VTC

After years of being relegated to high priced, custom appointed meeting rooms, IP VTC has been moving into the mainstream with dramatic improvements in video quality, manageability, scalability, and affordability. Overall, IP VTC in both the Government and the private sector has strong unit sales due to increased demands and benefits including:

- Cost Effectiveness: IP VTC solutions often cost a few hundred dollars or less per user
- Strong Outreach: Anyone, anywhere with VTC equipment and Internet connection can use IP VTC
- Convenience: Unlike a traditional meeting, which requires users to travel to a meeting location, IP VTC brings the VTC location near the user's area

How do I prepare for IP VTC implementation?

The transition from ISDN to IP VTC necessitates that hardware be fully capable to accommodate IP based connectivity. Specifically the VTC system must be able to perform the following functions:

- Point-to-point VTC
 - Point-to-Bridge connectivity for multipoint VTC(s)
 - Content sharing from the computer
 - Audio transmission and receiving
- To meet the IP VTC requirements, the following minimum hardware is needed.
- A computer
 - IP capable VTC encoder/decoder
 - Video camera
 - Display screens
 - Speakers and microphone

More equipment information can be found at: <https://aplits.disa.mil/processAPList.do>

IP VTC is not an automatic service and if you are interested in these services, please submit an ITR work order in REMEDY or call the NEC helpdesk at 210-221-HELP (4357).

IP VTC End State

The end result of the IP VTC initiative will be the ability to carry on clear and consistent point-to-point or multipoint (bridged) VTC(s) with no degradation of audio or video feed on a dedicated network.