



Version	Date	Author	Description of Change
1.0	8/14/12	[REDACTED]	Original.

**USGS EROS ADMINISTRATIVE PROCEDURE**

**COORDINATION:**

[REDACTED]

EROS Director

Deputy Director

Administrative Officer

**SUBJECT / TITLE:** Conference Room Use and Support

**DATE:** August 14, 2012

**VOL / INDEX #:** EROS-GEN-26

**PREPARED BY:** **Copies will be provided to:**

[REDACTED]

Preparer / Date Supervisor / Date

**OTHER COORDINATION:** GS-N-EDC Federal Employees  
CORs distribute to contracts.

**STATUS:**  Permanent  
 Temporary

**EXPIRATION DATE:** August 13, 2014

**PROCEDURE / MEMO:**  Original  
 Supersedes

**ATTACHMENT TO:** N/A

**PURPOSE:** To serve as a guide for using conference rooms at EROS.

**UTILIZATION:**  Daily,  Weekly,  Monthly,  Other

**TEXT:** Procedure follows on next page.

## 1.0 References.

EROS-GEN-11 USGS EROS Official Visitor Procedure;  
[https://edchome.cr.usgs.gov/#/Shared/EROS\\_Policies\\_Procedures/Home](https://edchome.cr.usgs.gov/#/Shared/EROS_Policies_Procedures/Home).

EROS-GEN-23 Scheduling Meetings Procedure;  
[https://edchome.cr.usgs.gov/#/Shared/EROS\\_Policies\\_Procedures/Home](https://edchome.cr.usgs.gov/#/Shared/EROS_Policies_Procedures/Home).

## 2.0 Purpose.

This procedure outlines guidelines for conference room use and support. It points to online descriptions of what standard equipment is available in these rooms, identifies how to ask for changes to the standard room layout and equipment configuration, and identifies who to contact in case problems arise while using a conference room during an event.

## 3.0 Definitions.

Branch Supported Conference Rooms. Rooms that have been assigned to a Branch as office space but are being used temporarily as meeting space. In most of these cases, the Branch budgets for and maintains the room's equipment. Examples as of the date of this procedure include Rooms 1332 and 1442, which are available for general use in Lotus Notes. Additionally, a Branch may assume responsibility for a project dedicated conference room that only project staff may use; for example, Landsat Data Continuity Mission (LDCM) Room 427. Information on whether use is restricted may be found by clicking the "Details" button on the "Rooms" link when attempting to reserve a room.

Center Supported Conference Rooms. Conference rooms that the Center budgets for equipment replacements and maintains the equipment in; hereafter referred to as "conference room." Any Admin may reserve these rooms. See Appendix A for listing of Center supported conference rooms.

Equipment Problem Support. Emergency support and coordination available by calling Desktop Support Services (DSS) at extension 4357, Option 1, due to unforeseen equipment problems that may occur in either Branch supported or Center supported conference rooms.

Event. A meeting, conference, class, workshop or any other type of activity that requires use of a conference room.

Event Checklist. An optional form to help Event Leaders and their Admin identify and request special needs for an on-site event; addresses power, furniture, audio visual, information technology (IT), security, and parking requirements. The Event Checklist (Appendix B) can be used to capture information that needs to be included

in the Maximo work order. The Event Checklist is available off the Administrative Services Branch webpage at <https://edchome.cr.usgs.gov/#Shared/ASB/Facilities>.

Event Coordinator. The Center's point of contact (POC) for conference room and event planning support and questions. Also the POC for the Meeting Services Contract, which is a nationwide contract awarded for the purposes of providing logistical support for large meetings and workshops hosted by USGS employees. This contract is normally utilized for events located outside of Sioux Falls. The current Event Coordinator may be reached by emailing [REDACTED] or calling [REDACTED].

Event Leader. The person leading or hosting an event needing a conference room.

Maximo. A commercial software product used for the USGS Facility Maintenance Management System. Maximo schedules and tracks preventive maintenance requirements and accomplishments. With regard to this conference room procedure, Maximo generates electronic work orders. The EROS Maximo System POC is the Facilities Operations Specialist at [REDACTED].

Non-Standard Conference Room Configuration. Any equipment and/or room layout that is different from the standard configuration for a conference room. Examples include providing a hands free microphone, phone bridge service, video streaming in rooms with that capability, special software required on a system, moving the wall in Training Room A and B, and repositioning tables, etc.

Physical Security Manager. The Government Contracting Officer's Representative (COR) for the security guard contract. This position is located in the Administrative Services Branch Facilities team.

Standard Conference Room Configuration. The equipment and room layout that is normally available in a conference room. The Administrative Services Branch webpage at <https://edchome.cr.usgs.gov/#Shared/ASB/Facilities> lists standard configuration details for conference rooms; including the room's phone number, seating capacity, restrictions, and available equipment. Appendix C lists the default software configuration in conference rooms.

USGS EROS Sponsor. The USGS person who acts as the host of a non-USGS group using a conference room. The Sponsor for contractor related events is the respective COR.

Visitor Log. A record maintained for physical security access purposes, and it feeds the Visitor Report located on the EROS internal homepage at [https://edchome.cr.usgs.gov/#/Shared/Visitor\\_Report/Home](https://edchome.cr.usgs.gov/#/Shared/Visitor_Report/Home). See EROS-GEN-11, Official Visitor Procedure, for further details.

#### 4.0 Procedure.

##### 4.1 Roles and Responsibilities.

Administrative Officer. Plans for and contributes to a Working Capital Fund to fund replacements of Center supported conference room equipment.

Administrative Assistants and Secretaries (Admins). Responsible for scheduling events, requested by Event Leaders and Sponsors, located in conference rooms via the Lotus Notes calendar. Submits a work order request (via the Maximo system) when non-standard conference room configurations are required for these events. Contacts DSS when non-standard IT configuration is needed. Updates the Visitor Log if there will be non-EROS attendees, as the total number of such visitors for any given day across the Center may require additional parking or security guards for screening the visitors.

Branch Chief. Ensures funds are available, and requisitions are submitted for Branch supported conference room equipment and maintenance.

Desktop Support Services. Provides emergency conference room equipment problem support and coordination. DSS is reached at extension 4357, Option 1. Provides additional IT support if so requested by the Admins.

Event Coordinator. Coordinates requirements with Admins and Event Leaders for large meetings that may or may not utilize EROS conference rooms, and serves as the POC for any questions or inquiries. The Event Coordinator may be contacted at [REDACTED]

Event Leader. Responsible for providing their Admin as much advance notice of upcoming event requirements as possible; realizing that some events (like a Webinar set up) take additional time to coordinate. Event Leader works with their Admin to make the necessary arrangements for non-EROS attendees especially if there is going to be a large group (large could be considered 10 or more people) to accommodate. When there will be 10 or more non-EROS attendees, the Event Leader should determine if additional parking will need to be arranged, and if any additional security staff will be needed to assist in the screening and processing of arriving event attendees. Notifies the Admin if an event is canceled and event reservations are no longer required. The Event Leader ensures proper conference room etiquette is followed during their event.

Maximo System Point of Contact. Responsible for answering any Admin questions related to the Maximo System. Accepts time sensitive conference room work orders in the event the Maximo System is down. Maximo POC may be contacted at [REDACTED]

Physical Security Manager. Reviews Visitor Log or Admin e-mails to identify days when a total of 10 or more non-EROS event attendees will be at EROS and interfaces with the security guard contract program manager to ensure additional parking and screening support are in place.

USGS EROS Sponsor. Ensures room usage and access to computers is in line with applicable guidelines, as referenced in EROS-GEN-11, Official Visitor Procedure. When requesting support for non-EROS attendees, the Sponsor will coordinate with their Admin to get the required information posted to the EROS Visitor Log report, as referenced in EROS-GEN-11, Official Visitor Procedure. This includes the room number where the event will be held so the Front Desk Receptionist can direct the attendees to the correct room location.

#### 4.2 Process.

##### Requesting a Conference Room with Standard Configuration and IT Support.

- Event Leader notifies their Admin that a conference room with standard equipment, room configuration, and software is required.
- Admin reserves the conference room in Lotus Notes calendar. Nothing else is required for standard configuration requests.
- Admin updates the Visitor Log no later than 24 hours in advance of the event with the total number of non-EROS attendees.
- Event Leader proceeds with event following expected conference room etiquette as outlined in EROS-GEN-23, Scheduling Meetings Procedure.

##### Requesting a Conference Room with Non-standard Configuration and IT Support.

- Event Leader notifies their Admin that a conference room is required with non-standard equipment, IT support, or room configuration.
- Admin/Event Leader reviews the Event Checklist to identify specific special requirements.
- Admin reserves the conference room in Lotus Notes calendar; ensuring that the room reservation includes sufficient time before and after the actual event time for setup and tear down of the event when a change in room configuration (e.g., movement of furniture) is required. Specifically, reserve an extra 4 hours before and after the event for complex setups that require furniture configuration changes including check in, refreshment and information tables, and displays as well as sound, video, power, and network for laptops, etc. Reserve an extra 1.5 hours for furniture reconfigurations that are not as involved. These could include furniture rearrangement and audio/visual support to a lesser degree.
- Admin contacts DSS with any IT requirements that are different from the standard configuration. DSS will work with the Admin or Event Leader to coordinate all changes. Significant changes to systems, software, firewalls, or usage of non-GFE (i.e., non-government furnished equipment) should be defined a minimum of 2 weeks prior to event. For IT changes, rooms should

be scheduled a minimum of 1 extra day prior to event and 1 day post event for system setup and cleanup. Contact DSS at extension 4357, Option 1, for specifics.

- Admin initiates a work order for non-IT special requirements by entering these directly into the Maximo work order system; special requirements from the Event Checklist should be entered into the “Details” section of Maximo.
- If additional information is needed after reviewing the Maximo request, Facilities will contact the Admin.
- Admin updates the Visitor Log no later than 24 hours in advance of the event with the number of non-EROS attendees.
- Admin may contact the Event Coordinator with any questions regarding the request.
- Event Leader proceeds with event following expected conference room etiquette.

#### Conference Room Equipment Problems.

If equipment does not work properly during an event, the Event Leader or attendees should call DSS at extension 4357, Option 1, for support. DSS will ensure technical support goes to the conference room to resolve the problem. Technical support for equipment problems during events is available for both Center and Branch supported conference rooms.

#### 5.0 Appendices.

Appendix A. List of Center Supported Conference Rooms.

Appendix B. Event Checklist.

Appendix C. Conference/Training Room Standard Computer Configuration.

**Appendix A. List of Center Supported Conference Rooms.**

<b>Center Supported Conference Rooms</b>
<p>The Administrative Services Branch webpage at <a href="https://edchome.cr.usgs.gov/#Shared/ASB/Facilities">https://edchome.cr.usgs.gov/#Shared/ASB/Facilities</a> lists standard configuration details for conference rooms; including the room phone number, seating capacity, restrictions, and available equipment.</p> <p>Appendix C lists the default software configuration in conference rooms.</p>
Room 100 (Library Viewing Room)
Room 104 (Front Half)
Room 111 (Back Half)
Room 422 (LDCM Conference Room)
Room 731 (SAB Conference Room)
Room 1104 (Video Conference Room); contains specialized video equipment. Events needing this equipment have priority over other types of events.
Room 1106 (Executive Conference Room); a room that is frequently used to host outside groups. Visitor events normally have priority for using this room.
Room 1122 (Auditorium)
Room 1127 (Training Room A, and Training Room B); scheduling these rooms for training events normally takes precedence over other requirements.
B19-1, B19-11, B19-111 (Lower Level Bowed Rooms)

**Appendix B. Event Checklist.** (The Event Checklist is available off the Administrative Services Branch webpage at <https://edchome.cr.usgs.gov/#Shared/ASB/Facilities.>)

## Event Checklist (Optional)

Primary Government On-site Contact:

Presenter Information:

Number of External Attendees:

How many reserved parking spots are needed?

### **Type of Event:**

*Video Conference*

*General Meeting*

*Picnic*

*Other*

*General Public Tour*

*Training*

*Webinar*

### **Power Requirements:**

*Describe what items will be using power –*

### **Additional Furniture:**

*Describe what additional items are needed –*

*Do you have a specific plan for location of furniture?*

*Will there be catering?*

*List and description of items to be brought in to EROS that will need a property pass –*

### **Audio/Visual:**

*Microphone - Hands Free and/or Hand Held*

*Audio Playback – Type*

*Audio/Video Recording – Format*

*Video Playback – Type*

*Bridge Required*

*Interpreting Services Required*

*Other –*

**IT Support:**

*If you answer yes to any of the following questions, please contact DSS for support by calling extension 4357, Option 1.*

**Qualifying IT Support Questions.**

- *Do you plan to use any of the IT resources in this room?*
- *Do you need access to the internet? Are the users employees or visitors?*
- *Do you need access to the internal homepage?*
- *Will you be using external hard drives/thumb drives?*
- *Do you have special software requirements?*

*You will need to know the following information when you contact DSS.*

- *Computer Type: PC, MAC, or both*
- *Number of computers to be used*
- *USGS systems only: Yes or No*
- *Type of file to be opened – Standard Microsoft Office, Project, Visio, Xwindows (WebEx type screen sharing), Video Streaming (YouTube, CNN, etc.)*
- *Additional applications to be used –*

**Security and Safety:**

*List of hazards (fire, explosive, chemical, etc. of items brought in to EROS)*

**Other:**

## Appendix C. Conference/Training Room Standard Computer Configuration.

### Conference/Training Room Standard Computer Configuration

The systems in the conference and training rooms have the following default software configuration:

#### Conference Rooms

*Operating System = Windows 7 Enterprise 32Bit*

- *Office 2010 (32Bit),*
- *Filezilla*
- *Putty*
- *7 Zip*

#### Training Rooms

*Operating System = Windows 7 Enterprise 32Bit*

- *Office 2010 (32Bit)*
- *Filezilla*
- *Putty*
- *7 Zip*
- *Arc GIS 10*
- *Envi 4.8*
- *ERDAS Imagine 2011*