



Office of Information Technology Services

# **Video Operations On the North Carolina Information Highway**

**A Guide To Understanding the Network,  
Creating Collaborative Applications, and  
Mastering the Interactive Environment**

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## Introduction

Since its establishment in 1994, the North Carolina Information Highway has earned a reputation as one of the most successful and far-reaching technology initiatives in the history of the state. Hundreds of public agencies benefit daily from the reliable, low-cost interactive video and data services that this sophisticated high-speed network delivers.

This guide is designed for the administrators, site managers, facilitators, presenters, and support personnel who use NCIH facilities on a regular basis. It provides a succinct overview of such topics as network technical features, the creation of collaborative partnerships, and presentation tips for operating effectively in the video environment. Resources for additional information also are included.

The NCIH Home Page, [www.ncih.net](http://www.ncih.net), is the chief source of information for the network. This material is updated frequently and may supersede the information published here. Please consult this web page frequently to stay informed of the latest developments.

This guide incorporates material from the *Vision Carolina Orientation* manual, prepared by the Cape Fear Regional Partnership Network; from the training modules created by the NCIH Training Committee; and from Fayetteville Technical Community College's *Handbook for the North Carolina Information Highway*. The NCIH staff would like to thank all the professional educators and multi-media specialists who have contributed their expertise to the development of network training resources.