

BPA Policy 440-95

Conferencing Services

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1. Purpose & Background

Bonneville Power Administration (BPA) provides meeting spaces and conferencing services for employees for the purpose of supporting BPA’s mission.

This policy provides guidance and requirements for BPA employees’ use and management of conference rooms, equipment and conferencing resources at BPA.

2. Policy Owner

The Chief Administrative Officer (CAO) owns this policy. The Director of Facilities has overall responsibility for its implementation and may approve associated procedures as needed.

3. Applicability

This policy applies to all BPA workplaces, facilities and offices that are owned, rented or leased by BPA.

4. Terms & Definitions

- A. **Conferencing resources:** includes conference rooms, video conference rooms, conferencing technology equipment and teleconferencing platforms supported for BPA business operations as listed in Appendix A.
- B. **Conference rooms:** are any enclosed space that is designated for the purpose of a meeting space and is not identified as a private office. This includes rooms designated as conference rooms, training rooms, and video teleconferencing (VTC) rooms.
- C. **Conferencing Services:** is a service function located within Workplace Services, formerly known as Conference Room Services, which manages and supports BPA’s conference rooms, VTC and web conferencing.
- D. **Business-related use:** refers to an activity that is related to BPA business. For example, the Pluralism Council’s Resource Groups are granted official approval to use conferencing services. Other examples include retirement gatherings and team-building lunches.
- E. **Personal use:** refers to an activity that is not a business use but still valuable for employee health and morale. Activities like baby showers, birthday gatherings, retirement parties, etc. fall into this category.

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5. Policy

BPA provides meeting spaces and conferencing services for employees in both in-office and telework status for the purpose of supporting BPA’s mission. Employees are expected to use conference rooms and conferencing services in accordance with the Standards of Ethical Conduct for Employees of the Executive Branch. BPA conferencing services are provided consistent with the following requirements.

- A. **Authority to provide conferencing services:** Conferencing Services broadly offers various meetings services for the purpose of supporting BPA’s business activities.
1. Workplace Services establishes and maintains conferencing services for BPA.
 - a) The Conferencing Services team is the primary means through which conference rooms, training rooms, video teleconferencing and web-conferencing resources are reserved and assigned. This team oversees how rooms are classified, allocated, scheduled and used. They are also responsible for scheduling the VTC equipment and serve as BPA’s web-conferencing administrator.
 - b) Conference rooms and conferencing services are to be used primarily for BPA business or management-sanctioned purposes.
 - c) In the case of competing priorities for conferencing resources, meetings that support BPA’s business will take precedence.
- B. **Conference room use expectations:**
1. Conference rooms are primarily reserved by the requestor via the Conferencing Services System (Outlook). Requestors should choose rooms that best support their meeting requirements such as room capacity, room amenities and location.
 - a) General conference rooms and focus rooms are reserved through the Conferencing Services System and are an open pool of rooms (reservations are on a first-come, first-served basis).
 - b) Conference rooms are BPA assets; they are not controlled by individual organizations. However, some conference rooms, such as VP rooms, have a hierarchy of priority for scheduling. A list of the different types of conference rooms are listed in Appendix A.
 - c) Conferencing Services is authorized to move meetings to better utilize limited room resources.

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- d) In the event of an emergency, conference rooms identified as Continuity of Operations (COOP) rooms may be allocated to the Incident Management Team with little or no notice.
 - e) Rooms reserved for a non-business use (baby showers, potlucks, retirement gatherings, etc.) may be bumped or moved if the conference room is needed.
2. Recurring reservation requests for use of any conference room will be accepted for up to three consecutive full days. Requests for more than three consecutive full days requires approval from the Workplace Services Business Operations & Services Supervisor. Exceptions may be requested by submitting a written request to Conferencing Services with a business justification on why an exception is needed.
 3. Conference rooms with scheduling prioritization include: VP rooms, training rooms and VTC rooms.
 - a) Vice President (VP) conference rooms may be reserved through Conferencing Services, if the VP agrees to delegate scheduling. Reservations may be canceled if the VP needs to use the conference room. If this conflict occurs, Conferencing Services will attempt to provide an alternative conference space.
 - b) Training and VTC rooms are reserved and managed through Conferencing Services. A reservation for these rooms that does not require Training/VTC capability may be superseded if the room is needed for a Training/VTC meeting. If such a conflict occurs, Conferencing Services will attempt to provide an alternative conference space.
 4. BPA endeavors to equip all conference rooms with commonly-used, standard meeting equipment including: white boards, projection screens, phones, and a dedicated computer with screen or monitor. Any changes to these standards must be submitted to Conferencing Services.
 5. In-room web-cameras should be adjusted to include all meeting participants and should not be inappropriately directed at individual participants. Web-cameras should not be removed, disconnected or otherwise disabled.
 6. Displays in conference rooms:
 - a) BPA Communications develops permanent and semi-permanent displays for conference rooms based on BPA priorities. These displays shall be approved by Communications and installed and removed only by Facilities or Conferencing Services staff as outlined in [BPA Policy 440-91, Displays in BPA Facilities](#).

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- b) Meeting materials (e.g. easel pads, posters, signs, etc.) shall be tacked to bulletin boards provided for this use for the duration of the meeting reservation only. Meeting materials shall be removed at the end of the meeting. Any unapproved materials left in conference rooms will be removed.

C. Web-conferencing:

1. Requestors are responsible for determining which web-conferencing platform will best meet their needs and coordinating with Conferencing Services as needed.
 - a) Requestors are responsible for determining if a session needs special security accommodation such as end-to-end encryption.
 - b) Requestors are responsible for contacting the Reasonable Accommodations Coordinator to request supportive technologies such as closed-captioning services, American Sign Language, etc.
 - c) For individuals without an assigned web-conferencing account, requestors are responsible for contacting Conferencing Services to schedule a web-conferencing session at least 24 hours in advance of the meeting.
 - d) Conferencing Services has a limited ability to provide meeting support. Support is generally reserved for higher level meetings or those interfacing with the community or outside agencies. Requestors are responsible for contacting Conferencing Services to schedule meeting support at least 3 days in advance. Often a dry-run is recommended to determine the right level of support.
 - e) Individuals with high web-conference usage may be assigned a web-conferencing account. Account utilization is monitored and account holders are expected to hold at least 4 sessions per month per account. If an account is identified as underutilized, the account may be deactivated and reallocated.
2. Web-conferencing meetings may be recorded. The meeting host is responsible for ensuring all attendees are aware that the session is being recorded at the beginning of the meeting.

Web-conferencing services shall only be used in support of work assignments or management-sanctioned activities.

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D. Video Tele-Conferencing (VTC) expectations:

1. Requestors are responsible for notifying Conferencing Services when a VTC call is needed. Conferencing Services will schedule the call and provide the requestor with a confirmation.
2. Video conferencing meetings may be recorded from any meeting location. As such, all participants on a video conference meeting or in a VTC room should be made aware of this capability.
3. VTC in-room cameras should be adjusted to include all meeting participants and should not be inappropriately directed at individual participants.
4. VTC equipment is specifically excluded from any personal use provisions. VTC equipment shall only be used in support of work assignments or other business activities.

6. Policy Exceptions

The Reasonable Accommodation office may require additional conferencing resources or an accommodation to meet individual employee needs.

7. Responsibilities

A. Requestors:

1. The meeting requestor is responsible for providing Conferencing Services with accurate information about their conference room/service needs.
2. The meeting requestor is responsible for cancelling the room reservation or web-conference resource if no longer needed and adhering to the Conference Room Standard Operating Procedures, which are attached.
3. The meeting requestor is responsible for reporting any issues with the room, equipment, or amenities to Conferencing Services as soon as possible.
4. The Meeting requestor is required to inform the meeting lead of their responsibility for notifying participants if a web-conference or video teleconference is being recorded.
5. The requestor of a room is responsible for managing the conferencing service and leaving the room ready for the next user.

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B. Workplace Services – Conferencing Services

1. Reviews and approves all requests for conference rooms, conferencing resources, and manages the resources to best meet the needs of BPA.
2. Manages requests for conference room reservations and matches requirements with available resources in the most efficient manner possible. When necessary they will resolve room request conflicts.
3. Performs an ongoing review of conference room use and works with clients and IT to prioritize use of IT equipment to be procured, replaced, repaired and/or installed in new or existing conference rooms.
4. Coordinates with Communications on installation of conference room display materials.
5. Collaborates with the Security and COOP organizations on security considerations as needed.
6. Collaborates with the Safety organization on safety considerations as needed.

C. The Information Technology Unified Communications Manager at the Portland and Vancouver locations: will be responsible for use and policy adherence for VTC equipment.

1. Information Technology (IT) is responsible for the maintenance and support of computer endpoints and peripherals, TV monitors, screens, projectors (IT Help Desk) and VTC equipment (Unified Communications). This equipment is an IT asset and is approved, procured, deployed, maintained and managed by the IT organization. These assets are to be moved, modified, relocated or allocated only by IT staff in coordination with Conferencing Services.
2. IT Unified Communications maintains, operates and supports video teleconferencing systems installed in conference and training rooms located at BPA facilities on the administrative network.
3. IT is responsible for providing updates on conference room equipment to Conferencing Services to assist in keeping rooms available for use.

D. The Workplace Services Business Operations & Services Supervisor: shall oversee conference rooms in Portland and Vancouver to ensure compliance and consistency with this policy.

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- E. **Transmission Service District Managers:** shall oversee conference rooms at district field sites to ensure compliance and consistency with this policy.

8. Standards & Procedures

- A. Room requestors are encouraged to create their own reservations online. Conference room reservations can also be made by calling or e-mailing Conferencing Services. To make a reservation, provide the date and times the room is needed, the number of people expected to attend and any special equipment needs. Conferencing Services will determine the availability of rooms, then assign a room and issue a room reservation confirmation via e-mail. Conference rooms will not necessarily be reserved based on the immediate location of the meeting participants but will be assigned to maximize overall conference room availability by matching room capacity with the number of meeting participants. In some cases, this may mean the meeting participants may be required to use conference rooms located on another floor or in a nearby building.
- B. If other adequate meeting rooms are not available, Conferencing Services may reserve a VP conference room, a training room, a video teleconference room or may suggest a free/low-cost offsite location. However, these reservations may be canceled if a higher priority need is identified.
- C. Reservation holders are required to cancel existing reservations in Outlook if they no longer require use of a reserved room to make the room available to others.
- D. Conferencing Services establishes the priority for acquisition of IT equipment for general use in conference rooms. This equipment is purchased by IT, installed by the appropriate Facilities Operations organization and connected by the appropriate IT organization.
- E. For more information on Conferencing Services programs, including tools, resources and tutorials visit the Conferencing Services [website](#). Contact Conferencing Services at 360-418-8444, or email, confrm@bpa.gov.

9. Performance & Monitoring

- A. BPA’s Conferencing Services team oversees and tracks conference room and conferencing services use and compliance for Portland HQ, Ross, Van Mall, and all BPA Video Conferencing Rooms.
- B. Conferencing Services can provide utilization reports if requested.

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- C. BPA’s Conferencing Services team supports web-conferencing tools to reduce unnecessary vehicle trips for meetings.
- D. District Managers monitor field site conference rooms for compliance with this policy.

10. Authorities & References

- A. 41 CFR 101-8.309, *Accessibility*
- B. [The BPA Code of Conduct](#)
- C. [BPA Policy 440-91, Displays in BPA Facilities](#)
- D. [BPA Policy 230-1, Monitoring and Recording Conversations](#)
- E. [BPA Policy 463-1, BPA Personal Property](#)

11. Review

This policy will be reviewed at least every 3 years by the Director of Facilities for appropriate content, accuracy and completeness.

12. Revision History

Version Number	Issue Date	Brief Description of Change or Review
1.0	July 11, 2022	Migration of BPAM content to new policy format
1.2	2-20-25	Policy updated to be in compliance with new Executive Orders.

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Appendix A: Conference Rooms and Services

Conference Rooms

- A. **Continuity of Operations (COOP) rooms:** are rooms identified for emergency use by the Incident Management team.
- B. **General Conference Room:** is a conference room that is managed by Conferencing Services to be used for day-to-day meetings.
- C. **Private Conference Room:** is a conference room managed by an organization other than Conferencing Services. These rooms may have scheduling priority for certain organizations.
- D. **Focus Room:** is a small conference room that is designed for a variety of purposes including but not limited to ad-hoc meetings, short-term heads-down work, and private phone calls.
- E. **Training rooms:** are rooms primarily used for training purposes. These rooms are typically large and may have special equipment such as computer stations, connections, and projection equipment.
- F. **Vice President (VP) conference room:** is an enclosed space that is primarily used by a Vice President. Some of these rooms may be reserved through Conferencing Services while others will be reserved through the VP's organization.
- G. **Video teleconference (VTC) Room:** is a conference room equipped with specialized video conferencing equipment. VTC Rooms, including those in the field sites, are managed by Conferencing Services. VTC equipment is scheduled through Conferencing Services but the equipment is supported by Voice and Video.
- H. **Video teleconference (VTC) Room - Executive:** is an executive level conference room managed by Conferencing Services with VTC capabilities.

Services

- A. **Cisco Webex:** is a cloud-based suite of productivity tools that allows teams to use video cameras, share information, and audio with others. Webex includes three platforms called WebEx Meetings, Webex Training, and Webex Event, which have various features and participant capacities.

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- B. **Video teleconferencing (VTC):** is specialized video conferencing equipment that provides point to point video capability. VTC equipment is scheduled through Conferencing Services but the equipment is supported by Voice and Video. In order to accommodate meetings requiring VTC, general reservations for these rooms may be superseded. In these cases Conferencing Services will make every effort to find an alternative, suitable room.

Appendix B: Conference Room Standard Operating Procedures

- A. Requestors will immediately notify Conferencing Services if they no longer require use of a reserved room in order for the room to be made available to others. If a reserved room is vacant 10 minutes after the reservation and no other arrangements have been made, the room will be available for use.
- B. Requestors will bring all non-standard supplies needed for meetings to the conference room. Administrative support located near the conference room should not be expected to provide supplies for meetings.
- C. Meeting attendees will be responsible for cleaning up the conference room after use and returning the furniture to the established configuration. Any violations to this procedure should be reported to Conferencing Services.
- D. Reservations for recurring meetings (up to 4 hours per week per meeting) may be made for up to six months. Requestors are encouraged to set a personal reminder to reschedule these meetings at the end of the six month period.
 1. A Standard Recurring Reservation is a recurring reservation that can be submitted directly from the requestor to the desired conference room. These types of requests are limited to up to four hours per week per reservation, and must not exceed six months from day of request. Recurring meeting requests that contain one or more conflicts for the requested room are declined. It is recommended that Conferencing Services be contacted directly to schedule a recurring reservation.
 2. A Qualified Recurring Reservation is a recurring reservation for a longer duration. These requests must contain specific information in the request and must be submitted directly to Conferencing Services to be scheduled. For a request to be considered qualified, Conferencing Services requires the request to contain a

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meeting title, two points of contact, and expected number of attendees. This type of recurring request may be scheduled for up to one full year from date of request.

- E. VTC rooms should be reserved as early as possible. Requests should state if the VTC equipment is required for the meeting.
- F. When multiple VTC rooms will be in use during a meeting, all VTC rooms required for the videoconference event should be listed and sent as one request to Conferencing Services. This will assure all required rooms associated with the videoconference event and the VTC equipment will be reserved and coordinated successfully.

For a detailed overview of BPA Conferencing services [click here](#).

BPA Connections link to Conference services: [Pages - Conferencing Services \(bpa.gov\)](#)

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