

Subject: [AALList] Needs analysis for UO's Unified Communications program
Date: Monday, March 11, 2019 at 11:25:57 AM Pacific Daylight Time
From: aallist-bounces@lists.uoregon.edu on behalf of Patrick Chinn
To: aallist@lists.uoregon.edu
Attachments: image001.jpg, ATT00001.txt

This email is being sent on behalf of Jessie Minton, chief information officer, regarding the needs assessment project for UO's communications infrastructure

Information Services needs to replace the university's 30-year-old telephone system, which has reached the end of its life.

Because communications technology has changed dramatically since the late 1980s, we are taking advantage of this opportunity to broadly redesign communication and collaboration systems on campus. Strategically, we are looking to develop and implement communications tools in a consistent, institution-wide manner to increase productivity, increase the level of engagement across the campus community, and create a more seamless, frictionless user experience.

To accomplish this goal, Information Services (IS) has launched the Unified Communications program, which broadly addresses communication and collaboration tools—voice, video conferencing, messaging, audio conferencing, call centers, and mobility. This program is composed of multiple projects, and Information Services is now initiating the needs assessment phase.

To conduct the strategic needs assessment, Information Services is partnering with Presidio and The Northridge Group to engage university leaders on questions to help us strategically reinvent the way we support communication and collaboration on campus.

Information and requirements will be collected through a combination of one-on-one meetings with unit leadership, side-by-side observations of select university call centers, and a combination of surveys and focus groups. The project team has identified some stakeholders for these meetings and will be working to schedule meetings accordingly. However, if you have someone that you would like to be included in the needs assessment, please email Tommy Harmon at harmon@uoregon.edu.

The needs assessment phase includes a baseline analysis that will take place March through April. In April and May, Presidio and The Northridge Group will conduct and complete a capability evaluation, and then the project team will perform a competitive analysis of technology solutions, review options, and analyze and summarize costs in May and June. The needs assessment will be completed in early July when final recommendations are delivered.

For more information on Unified Communication, see <https://blogs.uoregon.edu/unifiedcommunications>.

Information Services and the project team are very excited by this opportunity to assist UO to better connect with and communicate to our prospective and current students, employees, and community members!

Sincerely,

Jessie

Jessie Minton | Vice Provost & Chief Information Officer

minton@uoregon.edu | 541-346-1702

Computing Center

1212 University of Oregon | Eugene, OR 97403

