SUPPORT FOR INSTRUCTIONAL & COLLABORATION SPACES

Project Information

Project Team Leads: Jim Chaffee
Tino Kaltsas

Project Manager: Chris Clark

TeamDynamix Project Number: 241105

Project Overview

This project will:

- Document and evaluate current state of support for instructional spaces, informal learning spaces, computer labs, AV support and distance education technologies.
- Develop future state recommendations for campus in the same areas.

Project Staffing

<table>
<thead>
<tr>
<th>Who</th>
<th>Skill Set</th>
<th>Estimated Time Commitment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jim Chaffee</td>
<td>Collegiate IT Subject Matter Expert, Project Co-Lead</td>
<td>100 hours</td>
</tr>
<tr>
<td>Tino Kaltsas</td>
<td>Audiovisual Technology Expert, Project Co-Lead</td>
<td>100 hours</td>
</tr>
<tr>
<td>Chris Clark</td>
<td>Project Management,</td>
<td>120 hours</td>
</tr>
<tr>
<td>Greg Schwartz</td>
<td>Collegiate IT Subject Matter Expert</td>
<td>30 hours</td>
</tr>
<tr>
<td>Chris Fomon</td>
<td>Collegiate IT Subject Matter Expert</td>
<td>30 hours</td>
</tr>
<tr>
<td>John Achrazoglou</td>
<td>Collegiate IT Subject Matter Expert</td>
<td>30 hours</td>
</tr>
<tr>
<td>Paul Soderdahl</td>
<td>Administrative IT Subject Matter Expert</td>
<td>30 hours</td>
</tr>
<tr>
<td>Clark Cooper</td>
<td>Administrative IT Subject Matter Expert</td>
<td>30 hours</td>
</tr>
<tr>
<td>Paul Ross</td>
<td>Audiovisual Technology Expert</td>
<td>50 hours</td>
</tr>
</tbody>
</table>
# Phase 1 – Document Service Models for Campus Spaces; Modify Use of External A/V Consultants and Contractors

<table>
<thead>
<tr>
<th>Task</th>
<th>When</th>
<th>Who</th>
<th>Status</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Document Current Service &amp; Support Processes for Instructional and Conference Spaces</td>
<td>June-Early July 2015</td>
<td>Entire team</td>
<td>In Progress</td>
<td>In this effort, our project team will document the various service processes that exist on campus for supporting classrooms, conference rooms, computer labs.</td>
</tr>
<tr>
<td>Review A/V Consulting Engagement Process with FM</td>
<td>Early July 2015</td>
<td>Tino, Jim, Chris, Paul, Steve F., George S., Brad O.</td>
<td>Not started</td>
<td>OneIT team members will meet with Facilities Management leadership to identify ways to reduce consulting costs for developing A/V designs on FM-managed projects including new buildings and remodels.</td>
</tr>
<tr>
<td>Review A/V Consulting Engagement Process with Collegiate IT Leaders</td>
<td>Early July 2015</td>
<td>Tino, Jim, Chris, College SMEs</td>
<td>Not started</td>
<td>OneIT team members will meet with collegiate IT leadership to design a consistent process for new A/V work across campus.</td>
</tr>
<tr>
<td>Review A/V Consulting Engagement Process with Administrative IT Leaders</td>
<td>Early July 2015</td>
<td>Tino, Jim, Chris, Admin SMEs</td>
<td>Not started</td>
<td>OneIT team members will meet with administrative IT leadership to design a consistent process for new A/V work across campus.</td>
</tr>
<tr>
<td>Share Documented States with Governance and Campus</td>
<td>Mid-July 2015</td>
<td>Tino, Jim, Chris</td>
<td>Not Started</td>
<td></td>
</tr>
</tbody>
</table>
Phase 2 – Evaluate/Recommend Service Models for Campus Spaces

<table>
<thead>
<tr>
<th>Task</th>
<th>When</th>
<th>Who</th>
<th>Status</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Design new Service &amp; Support Processes for Instructional Spaces</td>
<td>Mid-July – Early Sept. 2015</td>
<td>Entire team</td>
<td>In Progress</td>
<td>Here we'll design the “future state model” for enterprise wide support of campus instructional spaces including classrooms and computer labs.</td>
</tr>
<tr>
<td>Design new Service &amp; Support Processes for Conference Spaces</td>
<td>Mid-July – Early Sept. 2015</td>
<td>Entire team</td>
<td>In Progress</td>
<td>Here we'll design the “future state model” for enterprise wide support of technology in campus conference rooms and non-instructional spaces.</td>
</tr>
<tr>
<td>Design Exception Processes for Instructional &amp; Conference Spaces</td>
<td>Mid-July – Early Sept. 2015</td>
<td>Entire team; governance team</td>
<td>Not started</td>
<td>Here we'll document the process for handling non-standard support/installation models across campus, how we'll track them, etc.</td>
</tr>
<tr>
<td>Design Ongoing Service Governance Model for Instructional and Conference Spaces Support</td>
<td>Mid-July – Early Sept. 2015</td>
<td>Entire team; governance team</td>
<td>Not started</td>
<td>Here we'll define the ongoing service governance model for instructional spaces and conference space support.</td>
</tr>
<tr>
<td>Share new design processes with governance teams and revise based on feedback/input</td>
<td>Mid-July – Early Sept. 2015</td>
<td>Tino, Jim, Chris</td>
<td>Not started</td>
<td>As we begin to propose future state processes, we'll iteratively vet those with the steering committee, our governance teams and with campus proper via the OneIT website.</td>
</tr>
</tbody>
</table>

Phase 3 – Implementation of Proposed Service Models and Processes

<table>
<thead>
<tr>
<th>Task</th>
<th>When</th>
<th>Who</th>
<th>Status</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Implement New Processes and Support Models Across Campus</td>
<td>Fall 2015/Spring 2016</td>
<td>TBD</td>
<td>In Progress</td>
<td>We'll flesh out an implementation plan once we've identified and agreed upon future state service models and processes.</td>
</tr>
</tbody>
</table>
Communications Plan

<table>
<thead>
<tr>
<th>Target Audience</th>
<th>Primary Contact</th>
<th>Mechanism</th>
<th>Frequency</th>
<th>Purpose/Description of Communication</th>
<th>Owner</th>
</tr>
</thead>
<tbody>
<tr>
<td>OneIT Steering Committee</td>
<td>Program Office</td>
<td>Email, meeting discussion</td>
<td>Monthly, ad hoc as needed</td>
<td>Updates on project, feedback, change management</td>
<td>Chris Clark</td>
</tr>
<tr>
<td>OneIT Leaders</td>
<td>Chris Clark</td>
<td>Email, meeting, sharepoint, website</td>
<td>Ad hoc as needed</td>
<td>Project Updates, vetting proposed plans</td>
<td>Chris Clark</td>
</tr>
<tr>
<td>Collegiate IT Leaders</td>
<td>Jim Chaffee</td>
<td>Email, meeting, sharepoint, website</td>
<td>Ad hoc as needed</td>
<td>Project Updates, vetting proposed plans</td>
<td>Jim Chaffee</td>
</tr>
<tr>
<td>Administrative IT Leaders</td>
<td>Jim Chaffee</td>
<td>Email, meeting, sharepoint, website</td>
<td>Ad hoc as needed</td>
<td>Project Updates, vetting proposed plans</td>
<td>Jim Chaffee</td>
</tr>
<tr>
<td>OneIT Community</td>
<td>Nicole Riehl</td>
<td>Email, website</td>
<td>Ad hoc as needed</td>
<td>Project Updates, vetting proposed plans</td>
<td>Chris Clark</td>
</tr>
<tr>
<td>ITAdmin Community</td>
<td>Jessica Church</td>
<td>Email, Meeting, website</td>
<td>Ad hoc as needed</td>
<td>Project Updates, vetting proposed plans</td>
<td>Tino/Jim</td>
</tr>
<tr>
<td>SCIT</td>
<td>Annette Beck</td>
<td>Email, Meeting, website</td>
<td>Ad hoc as needed</td>
<td>Project Updates, vetting proposed plans</td>
<td>Tino/Jim</td>
</tr>
<tr>
<td>ATAC</td>
<td>Maggie Jessie</td>
<td>Email, Meeting, website</td>
<td>Ad hoc as needed</td>
<td>Project Updates, vetting proposed plans</td>
<td>Chris Clark</td>
</tr>
<tr>
<td>ITAC</td>
<td>Lynette Racevskis</td>
<td>Email, Meeting, website</td>
<td>Ad hoc as needed</td>
<td>Project Updates</td>
<td>Chris Clark</td>
</tr>
<tr>
<td>EI Leadership</td>
<td>Brad O'Meara</td>
<td>Email, Meeting, website</td>
<td>Ad hoc as needed</td>
<td>Project Updates</td>
<td>Tino/Paul Ross</td>
</tr>
<tr>
<td>Learning Spaces Executive</td>
<td>Chris Clark</td>
<td>Email, Meeting, website</td>
<td>Ad hoc as needed</td>
<td>Project Updates, vetting proposed plans</td>
<td>Chris Clark</td>
</tr>
<tr>
<td>Associate Deans Group</td>
<td>Chris Clark</td>
<td>Email, Meeting, website</td>
<td>Ad hoc as needed</td>
<td>Project Updates, vetting proposed plans</td>
<td>Chris Clark</td>
</tr>
<tr>
<td>UI Faculty Governance</td>
<td>Laura McLaren</td>
<td>Email, Meeting, website</td>
<td>Ad hoc as needed</td>
<td>Project Updates, vetting proposed plans</td>
<td>Chris Clark</td>
</tr>
<tr>
<td>Facilities Management</td>
<td>Don Guckert</td>
<td>Email, Meeting, website</td>
<td>Ad hoc as needed</td>
<td>Project updates, vetting proposed plans</td>
<td>Chris Clark</td>
</tr>
<tr>
<td>Facility Managers</td>
<td>TBD</td>
<td>Email, website</td>
<td>Ad hoc as needed</td>
<td>Project updates, vetting proposed plans</td>
<td>Chris Clark</td>
</tr>
<tr>
<td>UI Staff Council</td>
<td>Laurie Hafner-Dahms</td>
<td>Email, Meeting, website</td>
<td>Ad hoc as needed</td>
<td>Project updates</td>
<td>Chris Clark</td>
</tr>
<tr>
<td>UI Student Government</td>
<td>TBD</td>
<td>Email, meeting, website</td>
<td>Ad hoc as needed</td>
<td>Project updates</td>
<td>Chris Clark</td>
</tr>
</tbody>
</table>

Project Budget

This project as proposed does not implement any immediate equipment changes but instead is focused on organizational efforts. Hence project costs are entirely in personnel time. Our current estimates are identified in the project staffing section.
Project Plan

Change Control Plan

Substantial changes to project scope will be brought to the OneIT Steering Committee for evaluation and resolution. Minor changes will be handled by project leadership. The project manager and leadership will determine the scale of changes.

Risk Management Plan

<table>
<thead>
<tr>
<th>Risk Number</th>
<th>Risk Description</th>
<th>Likelihood (H,M,L)</th>
<th>Impact (H,M,L)</th>
<th>Mitigation Strategy</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>New processes for support may impair instructional efforts</td>
<td>Low</td>
<td>High</td>
<td>Vet proposals with instructors; communicate service changes; track key metrics.</td>
</tr>
<tr>
<td>2</td>
<td>New processes for support may impair research efforts on campus</td>
<td>Low</td>
<td>High</td>
<td>Vet proposals with instructors; communicate service changes; track key metrics.</td>
</tr>
<tr>
<td>3</td>
<td>New support models may stifle innovation</td>
<td>Med</td>
<td>Med</td>
<td>Develop innovation management plan as part of project scope.</td>
</tr>
<tr>
<td>4</td>
<td>Response times for support may increase</td>
<td>Low</td>
<td>Med</td>
<td>Development of exception process per project plan.</td>
</tr>
<tr>
<td>5</td>
<td>Increased standardization may not incorporate unique computer lab/classroom tech needs</td>
<td>Med</td>
<td>Med</td>
<td>Development of exception process per project plan.</td>
</tr>
<tr>
<td>6</td>
<td>Risk of not getting solid feedback from faculty if future state design is completed over summer.</td>
<td>Med</td>
<td>Med</td>
<td>Backload project with efforts that will engage faculty staggered into early fall.</td>
</tr>
<tr>
<td>7</td>
<td>Risk that classrooms need to have technologies upgraded/improved to realize standards.</td>
<td>Med</td>
<td>Med</td>
<td>Will have to redefine standard classroom technologies in some cases. Evaluate utilization.</td>
</tr>
<tr>
<td>8</td>
<td>Ensure that spaces meet accessibility needs and universal design principles</td>
<td>Low</td>
<td>Low</td>
<td>Conduct accessibility/UDL review with SDS, ICATER.</td>
</tr>
<tr>
<td>9</td>
<td>Understanding staff use of conference spaces</td>
<td>Low</td>
<td>Low</td>
<td>Leverage relationship with local IT leader; develop use cases.</td>
</tr>
</tbody>
</table>
Key Dates

Charter Ratification Date 06/01/2015