

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.
 - Standardize support for most classrooms, computer labs and facilities incorporating A/V.
 - Develop and recommend standards for A/V equipment and infrastructure at the University of Iowa.
 - Implement service changes on an organization by organization basis, working closely with local IT leaders to ensure success.
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Summary of Services to Be Delivered Centrally (by a Consolidated Service Group)

- Classroom hotline/help desk services
 - Support for standard (reviewed org by org) classrooms and their technology including remote sites (computer, A/V, distance education room tech)
 - Support for standard (reviewed org by org) computer labs including remote sites (computers & A/V)
 - Support for standard (reviewed org by org) conference room A/V installations
 - A/V design, procurement, installation, training and support (instructional & non-instructional)
 - Development and management of A/V infrastructure standards
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Summary of Specialty Services to be Provided Locally

- Support for UI efforts in non-UI owned/maintained technology facilities (Italy, Hong Kong, local non-UI course venues)

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Project Plan



- Support for non-standard classroom facilities, computer labs and A/V installations (to be identified org by org)
- Support for computers or A/V attached to research-equipment in research or teaching laboratories

Project Staffing

Who	Skill Set	Estimated Time Commitment
<i>Jim Chaffee</i>	<i>Collegiate IT Subject Matter Expert, Project Co-Lead</i>	<i>100 hours</i>
<i>Tino Kaltsas</i>	<i>Audiovisual Technology Expert, Project Co-Lead</i>	<i>100 hours</i>
<i>Chris Clark</i>	<i>Project Management,</i>	<i>120 hours</i>
<i>Greg Schwartz</i>	<i>Collegiate IT Subject Matter Expert</i>	<i>30 hours</i>
<i>Chris Fomon</i>	<i>Collegiate IT Subject Matter Expert</i>	<i>30 hours</i>
<i>John Achrazoglou</i>	<i>Collegiate IT Subject Matter Expert</i>	<i>30 hours</i>
<i>Paul Soderdahl</i>	<i>Administrative IT Subject Matter Expert</i>	<i>30 hours</i>
<i>Clark Cooper</i>	<i>Administrative IT Subject Matter Expert</i>	<i>30 hours</i>
<i>Paul Ross</i>	<i>Audiovisual Technology Expert</i>	<i>50 hours</i>

Phase 1 – Document Service Models for Campus Spaces; Modify Use of External A/V Consultants and Contractors

Task	When	Who	Status	Notes
Document Current Service & Support Processes for Instructional and Conference Spaces	June-Early July 2015	Entire team	Complete	In this effort, our project team will document the various service processes that exist on campus for supporting classrooms, conference rooms, computer labs
Review A/V Consulting Engagement Process with FM	Early July 2015	Tino, Jim, Chris, Paul, Steve F., George S., Brad O.	Complete	Upon investigation, its clear that the majority of A/V consultants are hired by external consultants (architects, MEP consultant) and the university will thus have minimal influence on their selection. Instead developing A/V design standards for consultants to adhere to is recommended.
Review A/V Consulting Engagement Process with Collegiate IT Leaders	Early July 2015	Tino, Jim, Chris, College SMEs	Complete	OneIT team members will meet with collegiate IT leadership to design a consistent process for new A/V work across campus.
Review A/V Consulting Engagement Process with Administrative IT Leaders	Early July 2015	Tino, Jim, Chris, Admin SMEs	Complete	OneIT team members will meet with administrative IT leadership to design a consistent process for new A/V work across campus.
Share Documented States with Governance and Campus	October 2015	Tino, Jim, Chris	Not Started	

Phase 2 – Evaluate\Recommend Service Models for Campus Spaces

Task	When	Who	Status	Notes
Design new Service & Support Processes for Instructional Spaces	Mid-July – November 2015	Entire team	In Progress	Here we'll design the "future state model" for enterprise wide support of campus instructional spaces including classrooms and computer labs.
Design new Service & Support Processes for Conference Spaces	Mid-July – November 2015	Entire team	In Progress	Here we'll design the "future state model" for enterprise wide support of technology in campus conference rooms and non-instructional spaces.
Design Exception Processes for Instructional & Conference Spaces	October-November 2015	Entire team; governance team	Not Started	Here we'll document the process for handling non-standard support/installation models across campus, how we'll track them, etc.
Design Ongoing Service Governance Model for Instructional and Conference Spaces Support	October – January 2015	Entire team; governance team	Not started	Here we'll define the ongoing service governance model for instructional spaces and conference space support.
Share new design processes with governance teams and revise based on feedback/input	Early November 2015	Tino, Jim, Chris	Not started	Review Service and Support processes, exception process and service governance model with LSEC, LSAC and collegiate leaders

Phase 3 – Implementation of Proposed Service Models and Processes

Task	When	Who	Status	Notes
Implement New Processes and Support Models Across Campus on an Org by Org Basis	Fall 2015/Spring 2016	Tino, Chris, Jim	In Progress	Given the positional overlap between end user support and learning spaces/A/V support, we recommend coordinating with the End User Support team to implement new A/V and Learning Space models in coordination with their efforts.

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Project Plan



Communications Plan

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

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.

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

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

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Key Dates

Charter Ratification Date 06/01/2015