One University – A common way to communicate
The Office of the Vice President for Student Life and
The Office of the Chief Information Officer

Presentations to university leadership:
- Senior Management Council – September 23, 2009
- Council of Deans – September 29, 2009
- University Senate – October 8, 2009
- Integrated Financial Planning Committee – pending
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1. What problem are we trying to solve?

There are 135 e-mail systems at the university, which cost an estimated $3.2M annually.

• Distributed address lists make it difficult to communicate across the university.
• Systems vary widely in their functionality, availability, interpretation of law/policy, disaster recovery capabilities, etc.
• Incompatible calendars increase human effort to coordinate schedules and meetings.
2. A shared solution: one reliable, feature rich messaging and calendar system

• A new “one university” system will be built using Student Life’s proven, high functionality, high availability model.

• Strong service performance commitments will be:
  — established based on industry best practices.
  — measured and communicated monthly.
  — independently audited on an annual basis.

• There will be no separate charge for using the system; it will be available via general funds.
3. Why a shared solution?

• Resource sharing ensures best available functionality and performance at much less cost.
• A global address list allows easy access to all OSU e-mail accounts.
• A single calendar provides ease of scheduling; saving administrative time and effort.
• Organizational units can rest assured best practices of compliance, disaster recovery, backups, and security will be in place.
4. Potential benefits for your organization

• Your resources (people, hardware, software) may be repurposed to benefit your mission critical activities.

<table>
<thead>
<tr>
<th>Example level of savings/reinvestment opportunity</th>
</tr>
</thead>
<tbody>
<tr>
<td>College</td>
</tr>
<tr>
<td>1,500 people</td>
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<tr>
<td></td>
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<tr>
<td>100,000</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>Organizational Unit</td>
</tr>
<tr>
<td>2,000 people</td>
</tr>
<tr>
<td></td>
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<tr>
<td>150,000</td>
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</tbody>
</table>

• Total university savings/reinvestment opportunity: $2M
5. The transition plan

<table>
<thead>
<tr>
<th>FY10</th>
<th>FY11</th>
<th>FY12</th>
<th>FY13</th>
<th>FY14</th>
</tr>
</thead>
<tbody>
<tr>
<td>Planning and decisions based on unit’s needs, readiness, and related scheduling. Development of service level agreements, and current/future state assessments.</td>
<td>Project socialization, general communications, approval, and finalize details of service</td>
<td>First annual performance checkpoint</td>
<td>Annual performance checkpoint</td>
<td></td>
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<tr>
<td>System Ready</td>
<td>SL &amp; Central</td>
<td>Early adopters</td>
<td>Middle adopters</td>
<td>Late adopters</td>
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<tr>
<td>Student Life &amp; Central Account Migrations</td>
<td>All Other Organizational Unit Account Migrations</td>
<td></td>
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</tbody>
</table>
6. Next steps?

• You – simply be aware of the change.
• Program Team - will work with your e-mail provider over time to establish a written agreement including:
  • Performance commitments
  • Comparison of current vs. future functionality
  • Estimated conversion date and effort (time, labor)
  • Savings/reinvestment opportunity