

# **UNIFIED COMMUNICATIONS**

**South Pacific User Services Conference**

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# WHAT WE ARE HERE TO DISCUSS

- **Unified Communications.. Everyone is doing it right?**
- **Learn how a Program Management methodology (Managing Successful Programs or MSP) was used to deliver a \$11M ICT Program.**
- **What actually is it, what benefits does it bring and how VU structured this Program.**
- **What new technology was introduced at VU and how it is being used.**

# CHANGING NATURE OF COLLABORATION

## Collaborative Tools

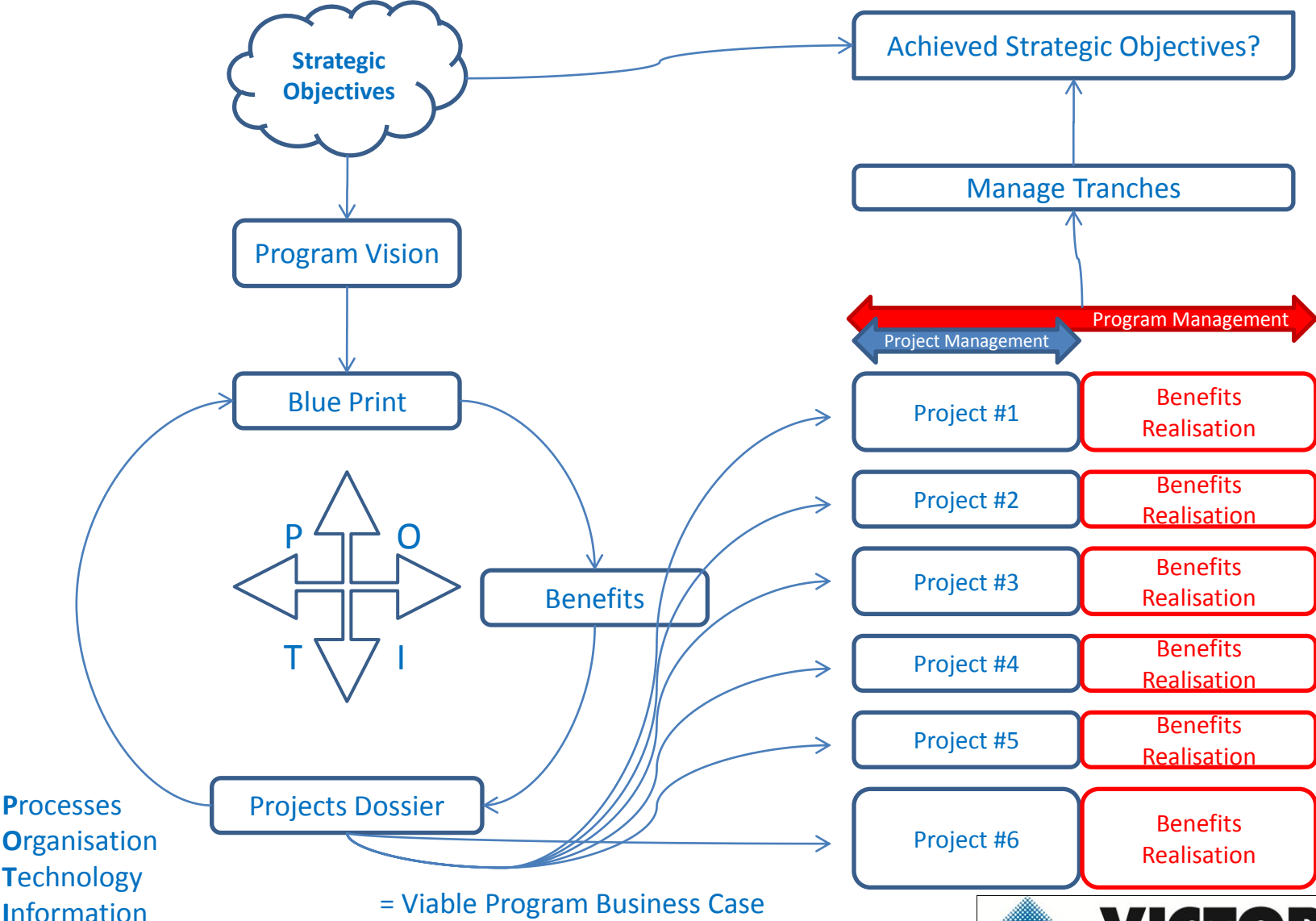


# WHAT IS PROGRAM MANAGEMENT?

- **Managing Successful Programs (MSP) defines program management as the action of carrying out the coordinated organisation, direction and implementation of a dossier of projects and transformation activities to achieve outcomes and realise benefits that are of strategic importance to the business.**
- **A program is defined as a temporary, flexible organisation created to coordinate, direct and oversee the implementation of a set of related projects and activities in order to deliver outcomes and benefits related to the organisation's strategic objectives.**



# OVERVIEW OF MSP PROGRAM MANAGEMENT METHODOLOGY



SHARED FUSE PARTICIPATE

ENABLE

VIDEO

INNOVATE

**LEAP FROG**

OPEN

SEAMLESS

TEACHING

ENRICH

SUPPORT

UNIFY

**DISTINCTIVE**

LEARNING

NEW NORMAL

EXPERIENCE

CONNECT

INTERACT

TRANSFORM

EXTEND

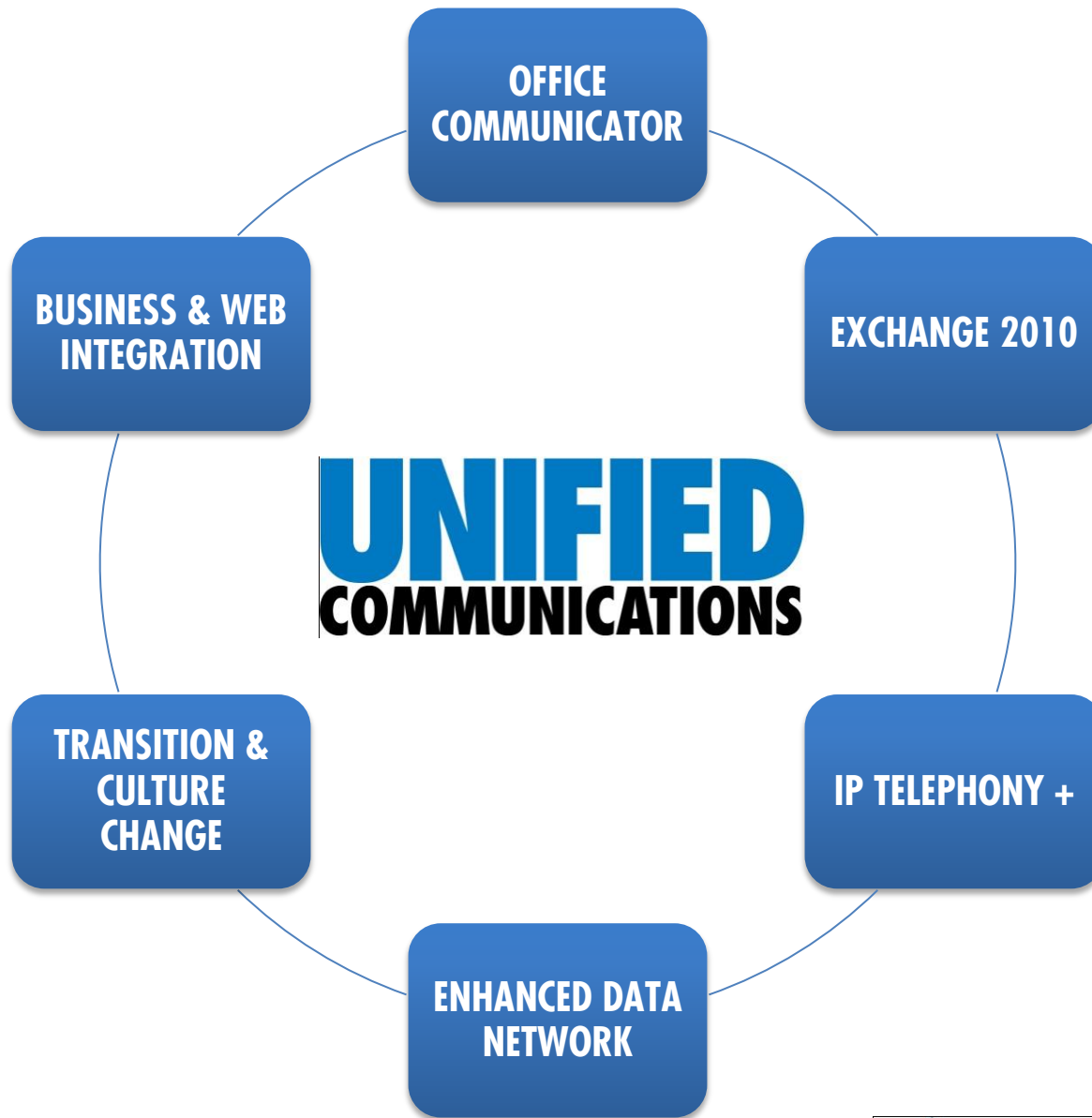
INTEGRATE

READY

FEDERATE

COLLABORATE

**“UNIFIED COMMUNICATIONS provides an integrated suite of technologies that enables easier and more efficient ways for VU’s staff, students and communities to collaborate, with significant benefits for teaching, learning, research and services.”**



# NEW SERVICES

Instant Messaging &  
Presence

New Email System

Desktop Audio/Video  
Conferencing

Web and Mobile Access

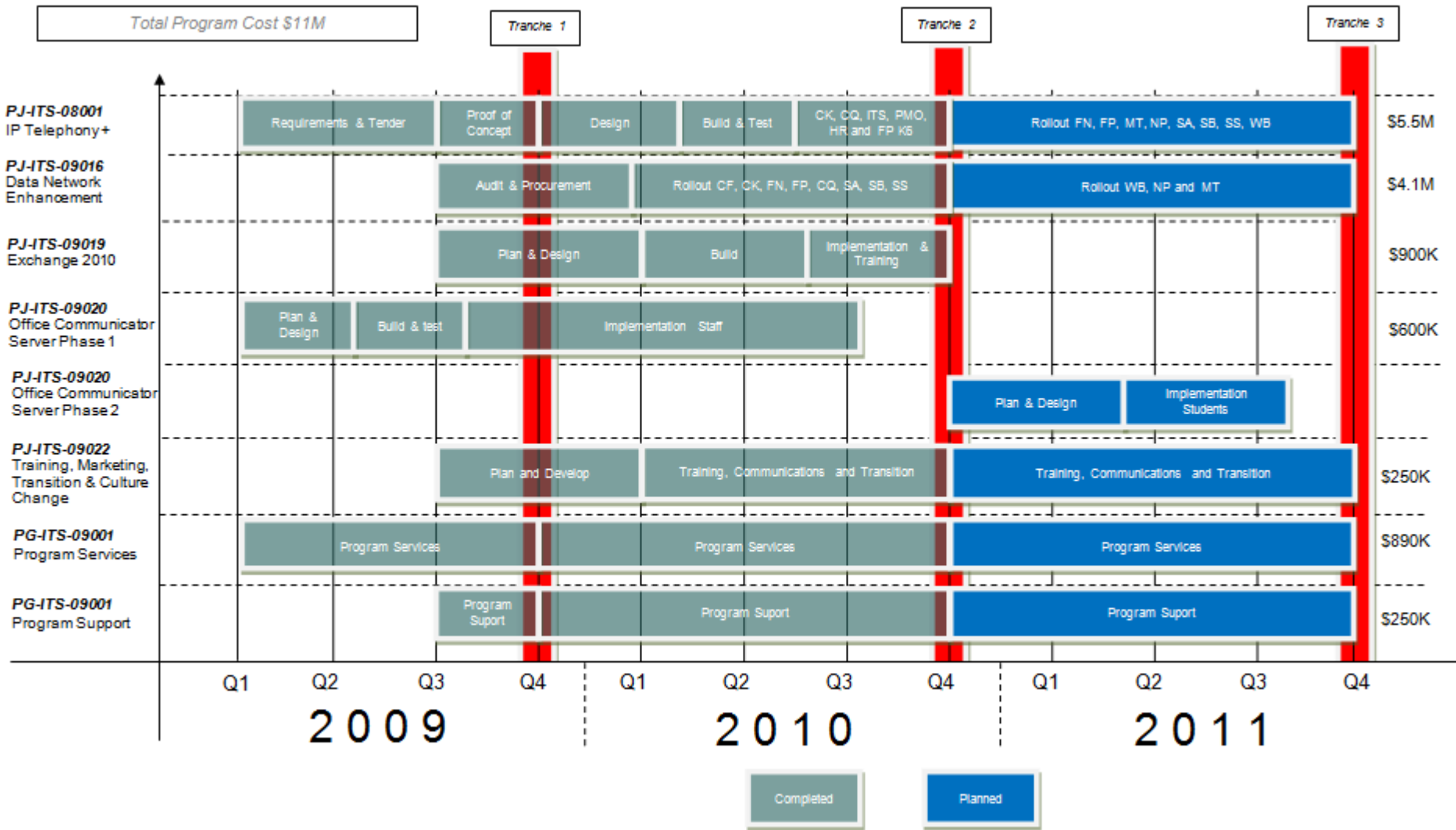
Web Conferencing,  
including  
desktop/application  
sharing

Replacement of Ericsson  
PABX with Cisco IP  
Telephony

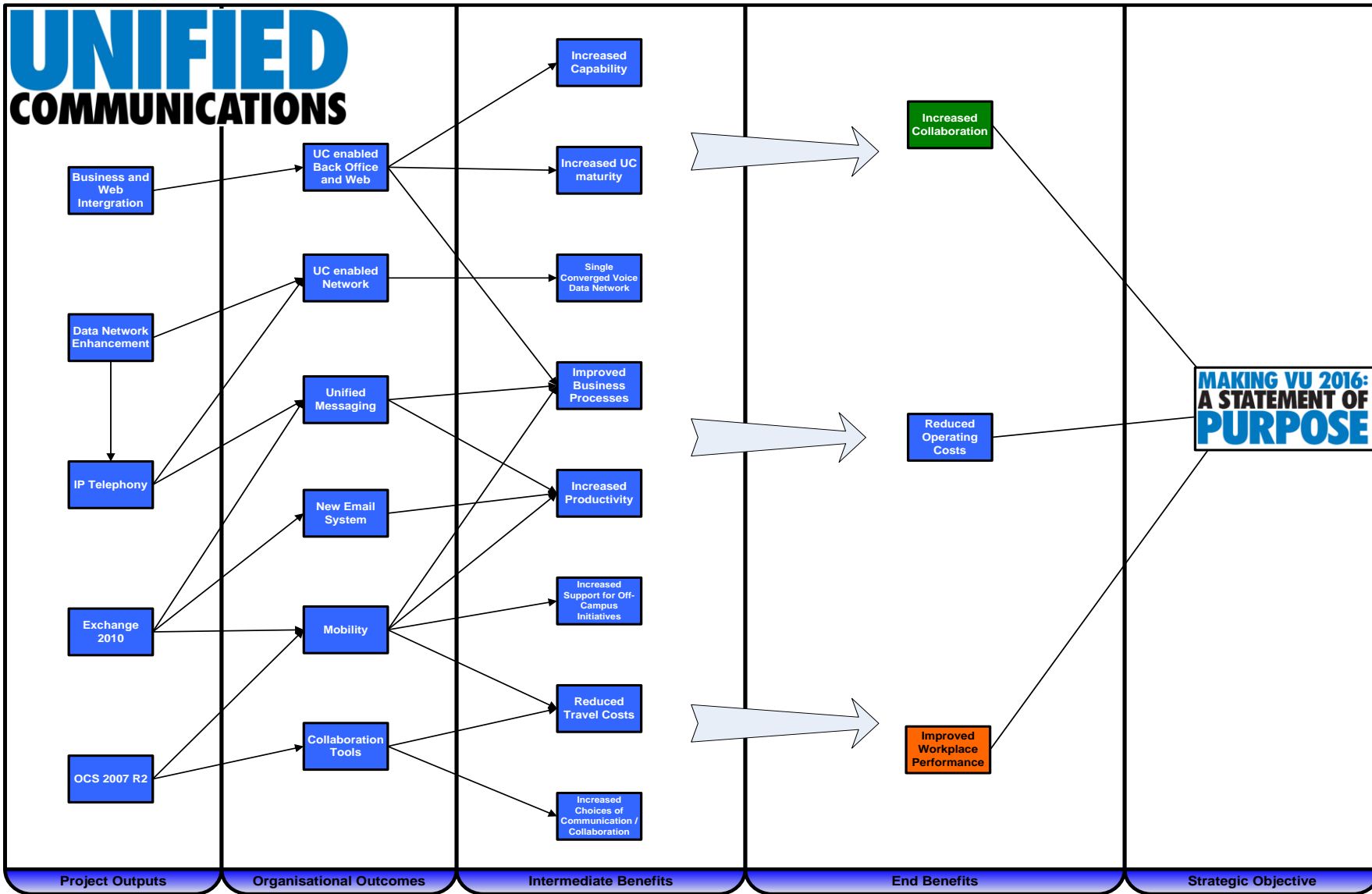
New Voicemail System  
(Unified Messaging)

New Network for IP  
Phones (1 GIG PoE)

# EXAMPLE SCHEDULE BASED ON TRANCHE

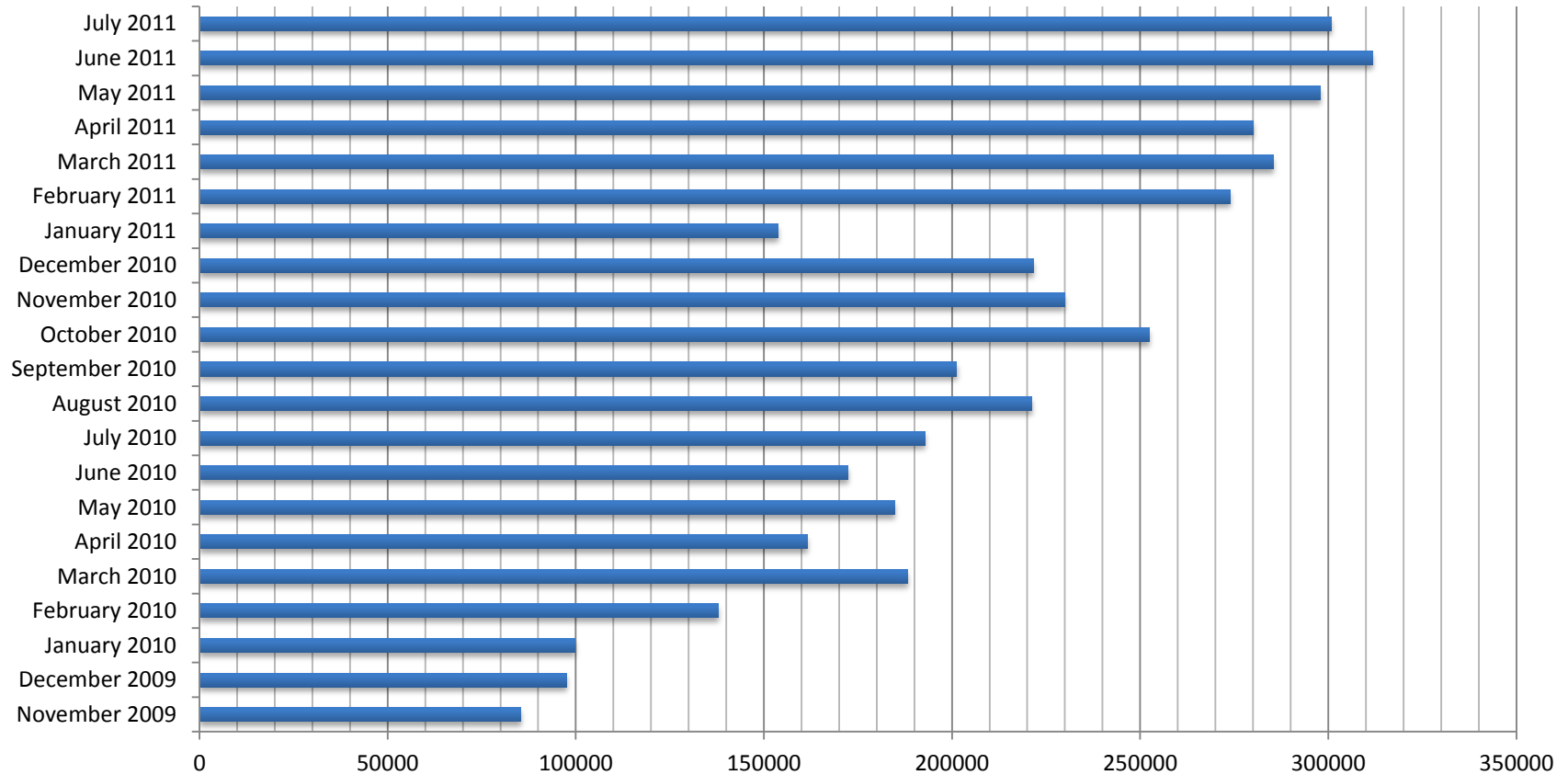


# EXAMPLE BENEFIT MAP



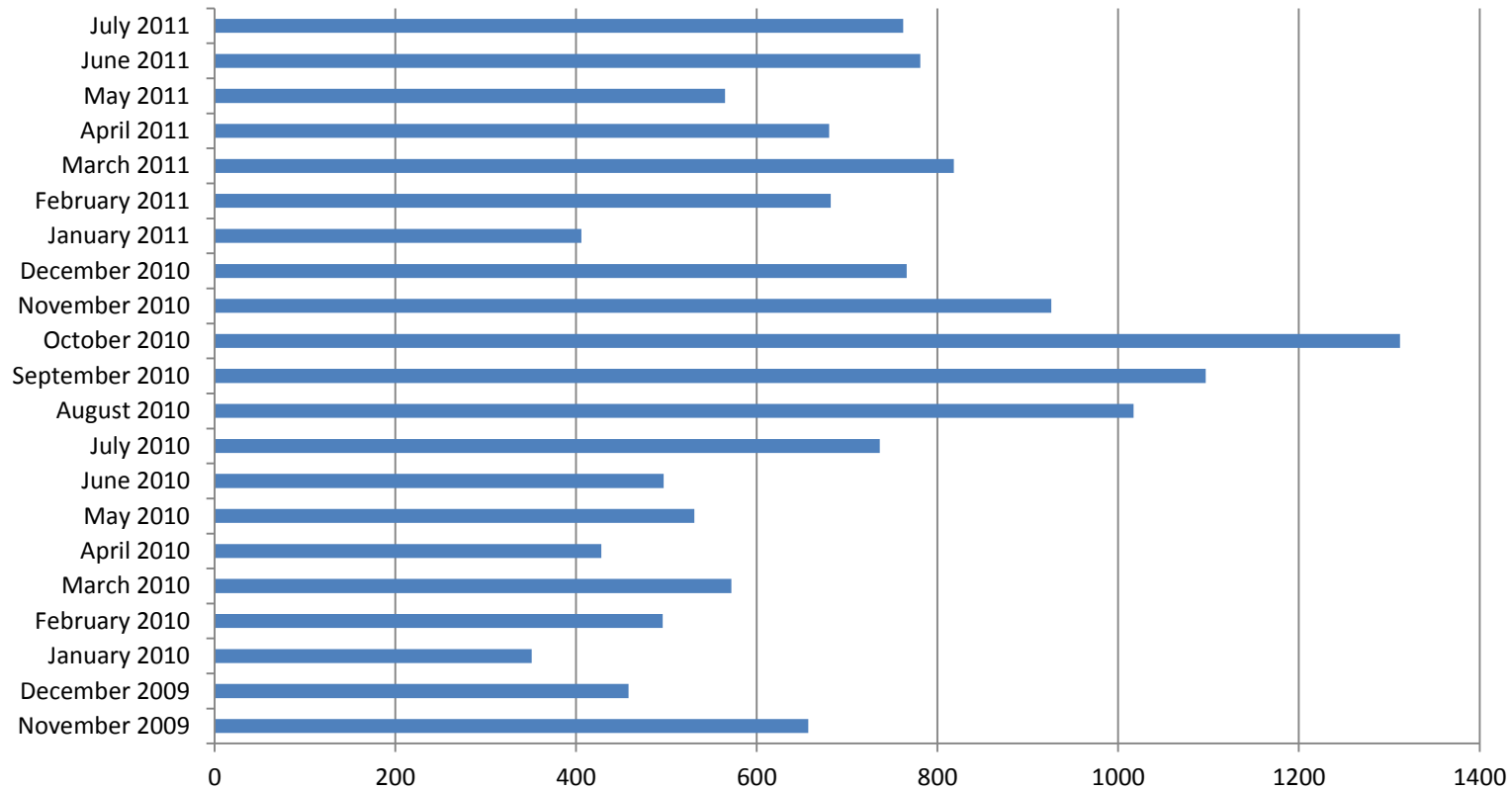
# DEFINE SUCCESS

## Instant Messaging Summary



# DEFINE SUCCESS

## Video Activity Summary



# ENHANCED MATURITY

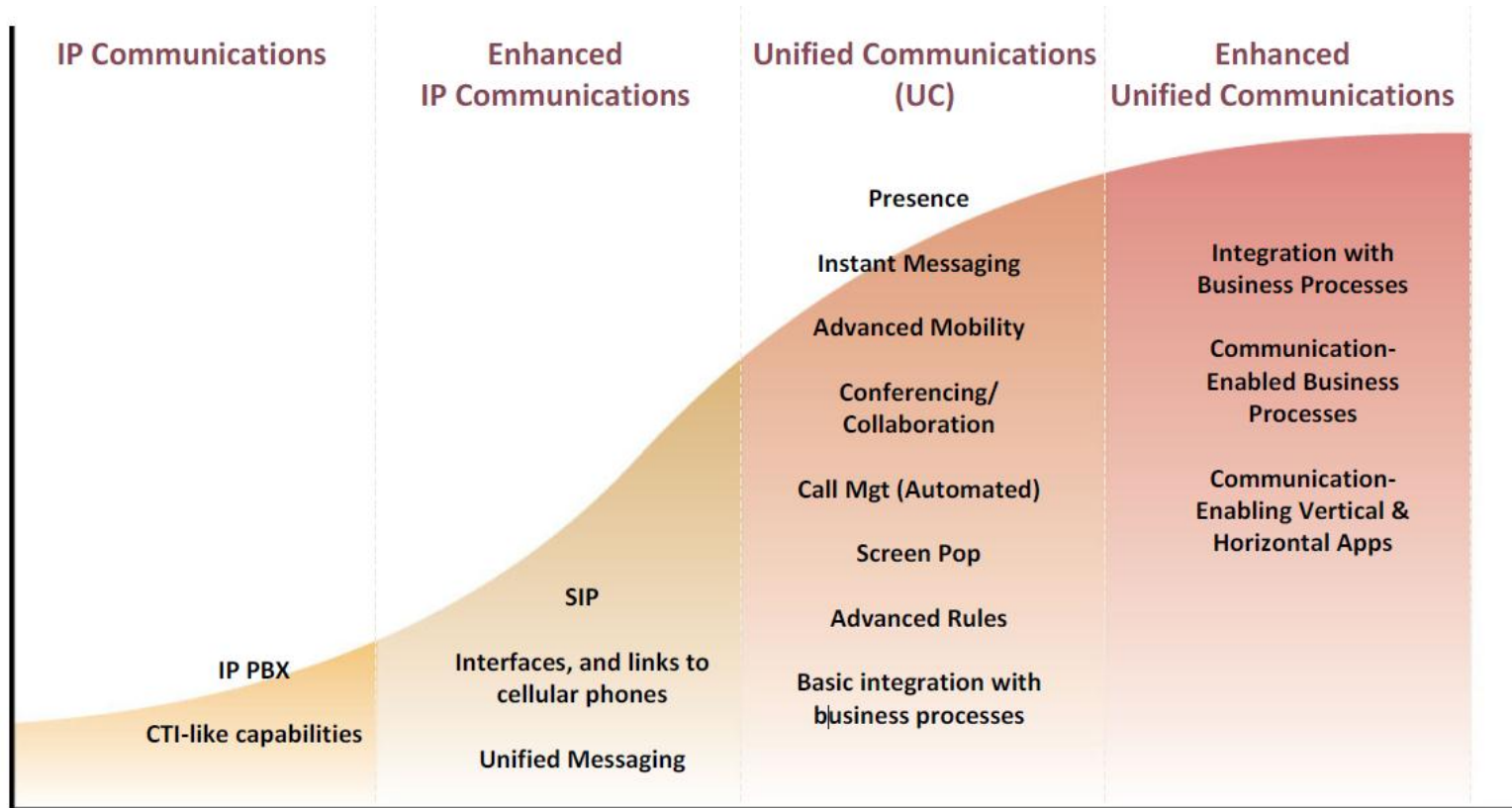
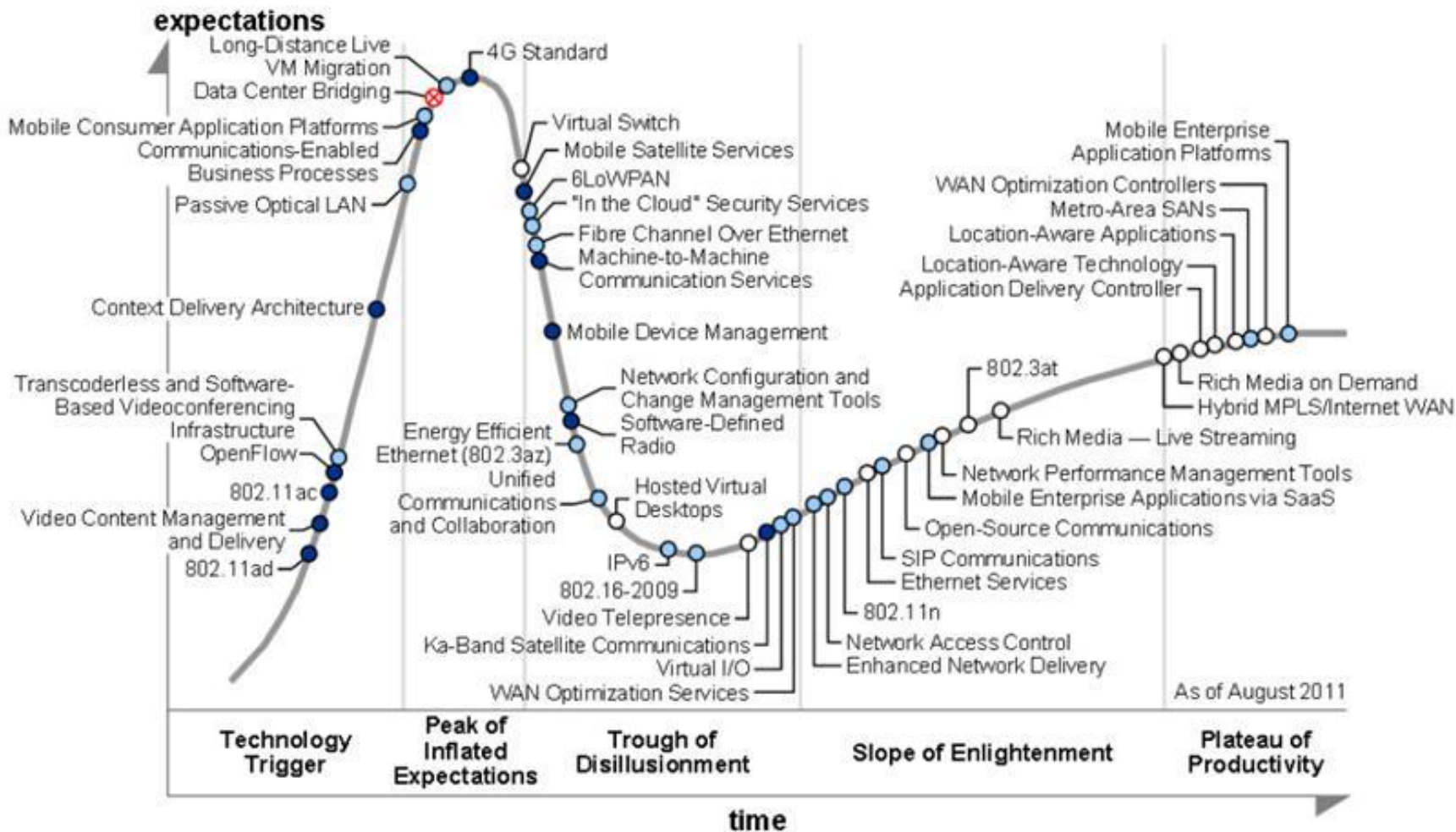


Figure 1. Hype Cycle for Networking and Communications, 2011



**Years to mainstream adoption:**

- less than 2 years
- 2 to 5 years
- 5 to 10 years
- ▲ more than 10 years
- ⊗ obsolete before plateau

Source: Gartner (August 2011)

# MY TOP TIPS

- Focus on the user and business requirements.
- Leverage exceptional governance to steer the program throughout its life.
- It is not just a technology project, don't treat it like one.
- Program Management and benefit realisation are critical for large complex pieces of work.



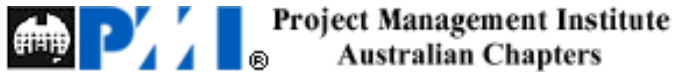
# FINALLY, CONSIDER QUALITY



Friday, 30 January 2009 | **OFFICIAL STATEMENT**

Fred Maybury, chairman of the Southern Star Management Group, advised today that the Southern Star observation wheel is currently not operating. "The excessive heat over the last few days has buckled some bracing members. The wheel has operated successfully and without issue since 20 December 2008, however a decision has been made not to operate the wheel until a full inspection can be undertaken and rectification work carried out. Wheel operations will recommence once this issue is resolved," he said.

# QUESTIONS / DISCUSSION



# PROGRAM MANAGEMENT OFFICE

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