Productivity Services Suite

UC Berkeley spends an inordinate amount of time and money on productivity solutions—e-mail, calendar, and productivity and collaboration tools. By outsourcing the campus-wide provision, management, and operation of a proven, comprehensive suite of productivity solutions from a single vendor, the University would save money, increase efficiencies, and enhance collaboration among students, faculty, and staff.

Summary

Thousands of staff-hours are spent each year researching and debating potential software purchases, levels of site license, and product options. The choices are numerous and often complex, and the tools chosen are not always the optimal ones. The lack of common office productivity software and collaboration tools has led to significant fragmentation, excessive cost, and productivity inefficiencies campus-wide.

This proposal seeks to outsource the provision, management, and operation of a comprehensive suite of productivity solutions from a single vendor—either Google or Microsoft. This project will lower the per unit costs of email, calendar, and productivity and collaboration tools as a whole, enhance individual performance, and increase connectivity among faculty, students, and staff—and beyond. By implementing such a solution, the University can focus on the use of the tools and their expanding capabilities rather than on maintaining existing and often redundant systems. In addition to cost and time savings, the proposed productivity services solution will give the campus additional benefits that will be realized as they are used, especially as mobile devices become more ubiquitous.

Delivering the Vision

Implementing a third-party productivity services suite will help achieve the vision of Operational Excellence by reducing administrative costs, advancing an effective and efficient operating environment, and instilling a culture of continuous improvement. This project proposes to combine $6 million in OE investment with $13 million in outside funding and projects $2.1 million in annual run-rate savings.

Timeline

This effort will be implemented in two phases. Campus requirements review and vendor selection would be complete within three months of funding approval. Over the subsequent three months, the selected desktop software would be made available, and calendar and email migration undertaken. Campus-wide rollout of email would commence after eight months.

Leadership

Sponsor: Shelton Waggener, Associate Vice Chancellor and Chief Information Officer

Sponsor: Paul Wright, Professor of Mechanical Engineering and Director, CITRIS

Design Phase Initiative Manager: Lyle Nevels, CIO, Haas School of Business

For More Information

Complete copies of the Information Technology Business Case as well as the Request for Resources and the proposed budget for the Productivity Services Suite can be viewed online at the OE web site at http://oe.berkeley.edu

Questions and comments about this proposal for the initiative team: oe@berkeley.edu

Questions about Operational Excellence: oe@berkeley.edu