



## TEC-T Assessment

### Project Charter

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Issued by: **Ellen Waite-Franzen, Rob McClung**

**4/14/09**

Version	Pages	Description	Date	Author/Reviewer
1.0	5	Initial Draft	3/18/09	Susan Zaslaw
1.1	5	Revisions	3/26/09	Ellen W-F, Susan Zaslaw
1.2	6	Final draft	4/6/09	TEC-T Group
1.3	5	Approved document	4/14/09	Project Sponsors

# TEC-T Assessment

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## 1. Project Overview

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### a. Description

To evaluate systems to replace the existing BlitzMail and Oracle Calendar, and to evaluate new collaboration tools for possible implementation throughout Dartmouth College.

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### b. Background

BlitzMail was developed at Dartmouth College 20 years ago and has been widely adopted by students, staff, faculty, and alumni. Development on the BlitzMail client was halted several years ago as it became clear that Blitz would not be able to keep pace with commercially available email clients or with technological and software changes. Oracle Calendar is not being improved or maintained by Oracle, is not integrated with BlitzMail, and does not have the functionality of many other currently available calendaring programs. Both of these tools need to be replaced, due to both the cessation of maintenance and the fact that other higher-performing options are widely available.

Additionally, there are many other collaboration tools available that should be evaluated for adoption at Dartmouth, including shared work space (shared documents and editing), wikis, instant messaging, social networking, blogs, and discussion forums.

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### c. Goal

TEC-T's goal is to evaluate and recommend collaboration tool(s) to be used by Dartmouth's faculty, students, staff and alumni.

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### d. Objectives and/or Deliverables

- Review current state of collaboration and social software tools.
- Develop requirements that meet Dartmouth's need for collaboration and social software tools and services. Ensure that community input informs the requirements document. Include any future requirements.
- Define the major uses of (or benefits of) improved collaboration and social software tools.
- Evaluate available systems for their alignment with Dartmouth's needs and identify any costs to implement and support them.
- Considering the needs of the College, make recommendations to the Council on Computing on the important features of collaboration and social software tools and services, and recommend possible systems for implementation:
  - New email system to replace Blitzmail, including identification of key features.

- New calendaring system to replace Oracle Calendar.
- Other new collaboration tools.

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## **e. Scope**

The primary scope of this assessment is the evaluation of e-mail and calendaring systems relative to Dartmouth requirements for these functions. Also in scope is the evaluation of shared work space features (shared documents and editing) to identify the opportunities, challenges, and decisions that would need to be considered in implementing shared work space functionality. Finally, in scope is the identification of what additional features and functions each candidate solution offers in the Web 2.0 realm, e.g., wikis, instant messaging, social networking, blogs, and discussion forums.

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## **f. Institutional Impact**

The work of this assessment phase will most likely result in a project that impacts almost all Dartmouth constituents including students, faculty, staff, and alumni. Usage of Blitzmail and Oracle Calendar will need to be migrated to new systems, which will require integration with Dartmouth infrastructure and processes, transferring files, and learning to use new tools.

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## **g. Assumptions**

- Continuing to support Blitzmail and Oracle Collaboration Suite are not considered valid solution options.
- Since cost-avoidance is a significant consideration in the replacement of our existing e-mail and calendaring systems, only hosted e-mail and calendaring systems are being evaluated as potential solutions.
- Having one, integrated system to support Dartmouth's needs as described above will be simpler to implement and support.
- Which features and functions will be available to the various Dartmouth constituent groups has not yet been determined.
- President-elect Kim will want to review and participate in the solution selection decision.
- All project team members will be available to work on project tasks, as assigned.

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## **h. Constraints**

- The e-mail and calendaring solution decision must be made by the end of Spring Term (6/15/09) in order to be able to plan and implement a pilot rollout for the Fall Term.
- There is no budget specifically supporting this assessment.

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## **i. Success Criteria**

- A solution decision is reached by 6/15/09.
- There is general agreement on the solution decision among key stakeholders.

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## **2. Project Organization**

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### **a. Project Manager**

Susan Zaslaw will act as the Project Manager during this solution assessment phase. Her role will be to provide project management guidance, structure, and process for the work of the project team. She will have no decision-making authority regarding the solution choice, but will support the project team's efforts in conducting the assessment and reaching a solution decision. Although none are anticipated to be incurred during this phase of the TEC-T Project, the Project Manager must approve any individual project cost less than \$100; any single cost greater than \$100 requires the approval of Ellen Waite-Franzen.

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### **b. Key Stakeholders**

Project Sponsors: Rob McClung, Ellen Waite-Franzen

Project Oversight: Council on Computing

Project Team: Rob McClung (Chair), Richard Kremer, Kevin Reinhart, Steve McAllister, Mark Franklin, Stan Pyc, Bill Weyrick, Mimi Simpson, Kerry Jones, Lora Wise, Gail Wallin, Ellen Young, David Gelhar, Justin Tzou, Christopher Takeuchi, Mike Backman, Jen Nelson, Michael Herron

Senior Leaders: Jim Kim, Barry Scherr, Adam Keller

Constituents: Students, Faculty, Staff, Alumni, External Mail Recipients

Depts/Divs: Computing Services, Professional Schools, Dean of the College, Dean of Faculty, Administration, DHMC

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## **3. Project Approach**

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### **a. Methodology**

The TEC-T Assessment phase will be guided by this Charter document, as well as individual Team Charters for the following Subcommittees:

- Testing and Evaluation – Susan Zaslaw, Lead
- Communications – Susan Warner, Lead
- Technical – David Gelhar, Lead
- Security and Privacy – Ellen Waite-Franzen, Lead
- Reference and Background Checks – Steve McAllister, Lead

Each Subcommittee will be responsible for producing deliverables as outlined in their Team Charter. These deliverables will then be evaluated by the Project Team, in order to identify a solution recommendation. The solution recommendation will be

documented and reviewed with key stakeholders, then presented to the Council on Computing for review. The recommendation, along with the Council's comments, will be reviewed, and a solution decision made, by the senior leadership group outlined in section 2b.

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## **b. Preliminary Timeline**

<b>Milestone</b>	<b>Due Date</b>
Develop Subcommittee Charters	March 31, 2009
Complete Subcommittee Work	April 30, 2009
Assess Subcommittee Deliverables	May 8, 2009
Develop Solution Proposal	May 15, 2009
Share Proposal with Stakeholders	May 22, 2009
Present Proposal to Council on Computing	May 31, 2009
Reach/Communicate Solution Decision	June 15, 2009

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## **4. Estimated Budget**

There is no allocated budget for the Assessment Phase of this project. Any minor costs of completing the work outlined in this Chart will be charged to the Computing Services operating budget. Refer to Section 2a for cost approval requirements.

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## **5. Approvals**

The following individuals authorize the planning and execution of the work described within this document.

**Project Co-Sponsor: Rob McClung**

**Project Co-Sponsor: Ellen Waite-Franzen**