To provide modern, flexible, easy-to-use, communications tools to enable a wider range of use cases for faculty, staff, and researchers to learn, teach and work.

**Harvard Phone Program Vision**

Guiding Principles:
- Delivery of fewer, better communications choices, more efficiently
- Support for BYOD
- Phased, modular project rollout
- Solution cohesiveness that "feels like Harvard" and works across and with existing Harvard platforms and services

Key Performance Indicators:
- Reduction in the number of lines and phones
- Metrics for simplified billing and provisioning
- Metrics for price/value
- Customer satisfaction

**Strategic Objectives**

- Reduce use of legacy phone infrastructure
- Deliver features and applications for voice, conferencing, instant messaging and video
- Unify the feature set for anytime, anywhere accessibility
- Drive, through other initiatives, ubiquitous access to cellular and WiFi services
- Empower users through self-service

**Community Survey: Use of Communications Tools**

**Respondent Profile**
- 475 participants from across the university
- 8 Harvard schools & Central Admin; 3 other Harvard entities
- Majority of respondents were administrative staff
- 50% of respondents identified their work style as "mobile worker", 50% "desk worker"

**Summary Details**
- Cell phone is rated as the most critical communications tool
- People are concerned about reliability and cell service coverage for voice conversations through cell phones and desktop/softphone calling options
- 57% are willing to use a soft client to replace their desk phone if there were feature parity between the two
- 70% of respondents would take a number change provided financial savings
- 85% of participants who use audio conferencing feel a high quality speaker phone is important or very important
- 85% often or sometimes communicate to colleagues external to Harvard with Instant Messaging or web conferencing
- People value choice for communications tools

**Work related tools, rated by level of importance**

- Work related Skype, FaceTime or other
- Service documentation and tracking
- Self Service Portals to change features and
- Unified Messaging (voice mail to email)
- Soft phone client on tablet or desktop to make
- Mobile access to Harvard applications
- Smartphone or cell phone
- Harvard telephone number with a desk set for
- Desktop Video and Web Conferencing
- Instant Messaging (IM)

**Program Timeline**

- Pre-Planning
  - Vision & Strategy Development
  - RFI & Vendor Evaluations
  - End User Surveys & Focus Groups
  - TCO Analysis
  - ITCRB Implementation Funding Process

- Planning & System Build (ITCRB Funded)
  - Governance & Communications Negotiations
  - System Design & Build-out
  - Services Integration (SNOW, IAM)
  - Operational & Network Support Planning

- Implementation
  - Early Adopter Migrations
  - Phased School/Dept. Migrations

FY14  FY15  FY16 – FY19