

Campus: NCA&T State University
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Campus Pace Initiatives

Initiative Title

University E-mail Operations

Initiative Description

One of the largest deficiencies of technical services campuswide is the complexity of the e-mail platform. The University currently has two, Lotus Notes and Microsoft Outlook. ITT recommends the use of one platform.

Timeline to Implementation

The VC for ITT is conducting an assessment of the current e-mail systems and of the requirements of students, faculty and staff to determine which product is more desirable, efficient and effective.

Projected Cost Savings

	<u>2006-07</u>	<u>2007-08</u>	<u>2008-09</u>	<u>2009-10</u>	<u>2010-11</u>	<u>2011-12</u>
Gross Savings						
Investment						
Other Costs						
Net Savings	<u>\$ -</u>	<u>\$ -</u>	<u>\$ -</u>	<u>\$ -</u>	<u>\$ -</u>	<u>\$ -</u>

Projected Cost Avoidance

(in addition to or in lieu of Savings)

	<u>2006-07</u>	<u>2007-08</u>	<u>2008-09</u>	<u>2009-10</u>	<u>2010-11</u>	<u>2011-12</u>
Gross Cost Avoidance						
Investment						
Other Costs						
Net Cost Avoidance	<u>\$ -</u>	<u>\$ -</u>	<u>\$ -</u>	<u>\$ -</u>	<u>\$ -</u>	<u>\$ -</u>

What are the expected results and improvements?

E-mail reliability and availability will improve. Will reduce maintenance costs because of phase out of redundant systems.

What metrics are you using to measure the expected results and improvements?

Customer service monitoring and deficiency reports.

What is the current status of the initiative?

Phase out plan being developed.

Who will be held accountable for implementation?

ITT