

The Groupware Project

the story so far

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What I said this talk was about..

- News and background of the current project to implement a groupware solution, including email, calendaring, mobile devices, file store and much more. A complicated selection process has been taking place involving representatives from across the University and colleges. We are nearing the selection of a candidate solution. This talk will advise on how we reached this point, who is involved and some of the next steps.

Aims for this talk

- Explain how we got to where we are now
- *Where* are we now?
- The original requirements
- The Groupware Short-listing Panel
- Where next?
- A quick workshop
- I don't want to spend a lot of time on the *whys* etc. of the final choice of technology

Why am I giving this talk?

- This is an Office of the Director of IT (ODIT) initiative
- I have been involved (one way or another) in many of the steps

What do we mean by “Groupware”?

- Some people take the meaning of 'groupware' to be 'groups of interoperable applications'.
- But more recently: applications for “computer-supported cooperative work” or “collaborative working”
- ICT Strategic plan: “an integrated email/calendaring/file sharing application”



The business case (i.e. Why?)

- From the 'Key Priorities' of the ICT Strategic Plan (2005-)
 - “the University will need to review, as a matter of some urgency, its groupware solution (e.g. an integrated email, calendaring, scheduling, and messaging system). This will be undertaken alongside developing the ECE but would be hosted by OUCS.”
 - Elsewhere, groupware is labelled as “an integrated email/calendaring/file sharing application”

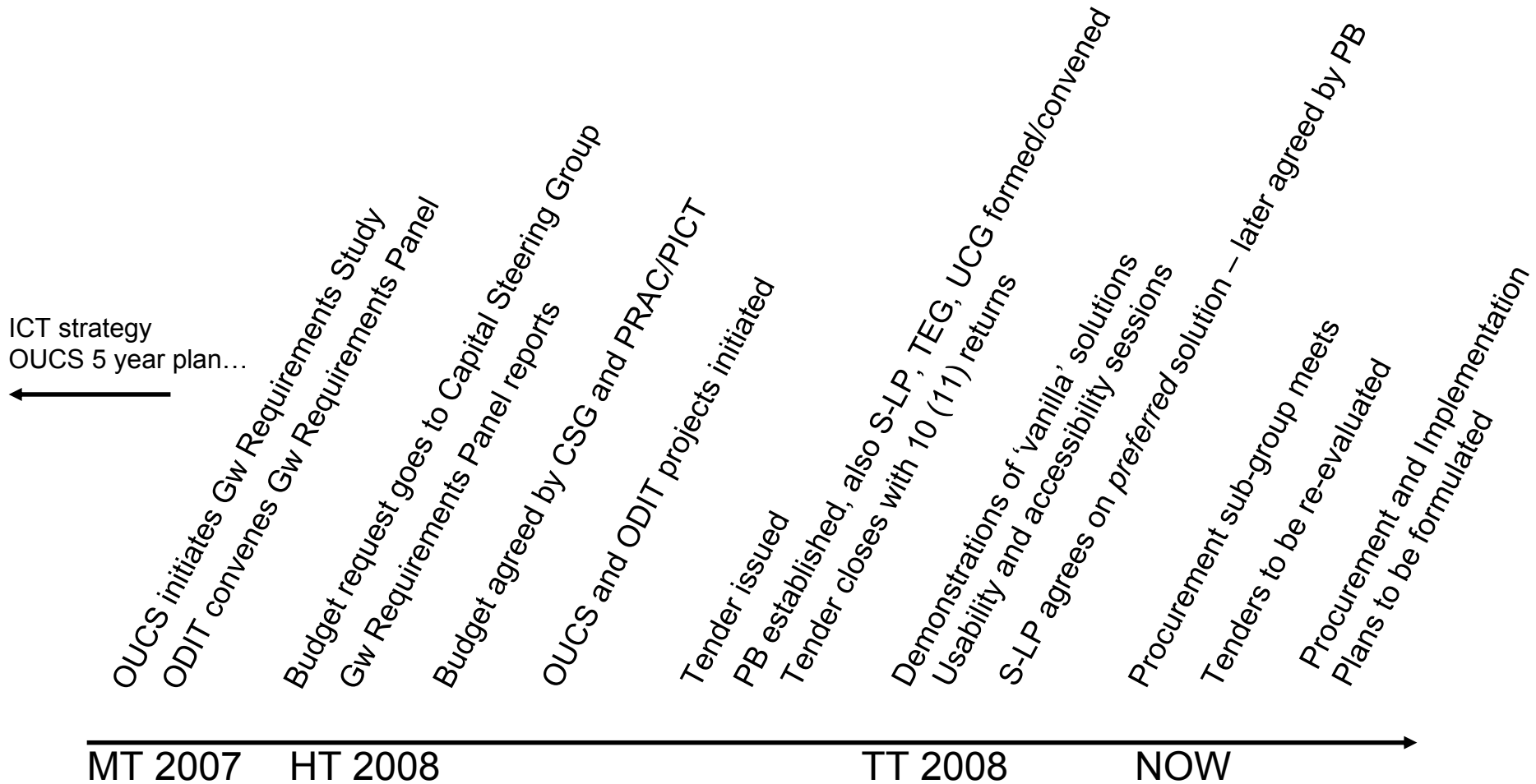
The business case continued...

- Why so fast?
 - Pressure was mounting from units within the University that really needed this issue solved
 - We were going to fragment such services even more if we didn't move quickly

Why so bureaucratically?

- One person's red tape is another person's 'accountability' and 'openness'
- Again from the ICT Strategic Plan:
 - 81. It is essential that the Oxford ICT Structure includes mechanisms for the visible consultation of users at all significant points in the planning, development, deployment, and support cycle for ICT.
 - 82. Priorities for investment in ICT should be driven primarily by the needs of the University and its members...

History of the idea/project



Governance

- Project owned by ODIT, until later handover to OUCS
- Has a high-level Project Board
- PICT (ICT Sub Committee, new sub committee of the University's Planning and Resource Allocation Committee, PRAC)
 - Has overseen the process and agreed its procedures

[oucs] The Groupware Project calls for your participation - Mozilla Firefox

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http://www.oucs.ox.ac.uk/groupware/cfp.xml

Google Webmail OUCS Calendar GCalendar Room Bookings Ox Uni Contacts OED Online BBC NEWS ESP GRID Wiki Wikipedia

The Groupware Project calls for your participation

Oxford University Computing Services are leading a major project to select and implement a new University-wide 'groupware' solution. This will establish a series of new services for the University, supporting collaborative working such as enhanced email, public and private calendaring, and contact list management, all accessible over the web and on mobile devices.

An invitation to tender has been issued and a final decision on software will be made by the end of the June. Whilst this will be partly contingent on a number of technical factors, the project team is also seeking involvement from those across the University to help ensure the chosen solution fits in well with existing academic work-practices.

Those members of the University with an interest in influencing the final decision are invited to join a **User Consultative Group mailing list**. On this list, you will be able to contribute to discussions on available solutions and we hope to give you advance notice of supplier demonstrations to which you will be invited.

Outcomes from these events and surrounding discussions will then be collated and fed through to the short-listing panel responsible for making the final decision.

To join the list, send a blank message to:

- ♦ groupware-ucg-subscribe@maillist.ox.ac.uk

Archives from the list are available at:

- ♦ <http://maillist.ox.ac.uk/ezmlm-cgi/5136>

For further information about the OUCS Groupware Project, please visit:

- ♦ <http://www.oucs.ox.ac.uk/groupware/>

How do you collaborate?

We all have our different ways of working together.

The University is currently looking into ICT to help us collaborate, including email, calendaring, room booking, mobile devices and much more.

It is very likely that the Groupware Project will affect you.

Why not find out more and even join up as part of the User Consultative Group?

<http://www.oucs.ox.ac.uk/groupware/>

Oxford University Computing Services
13 Banbury Road, Oxford, OX2 6NN

Done

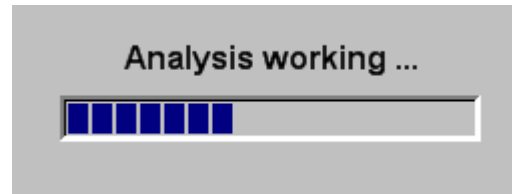
Our requirements

- Functional requirements split into 9 categories:
 - Email, contact list, calendaring and resource booking, shared data repository, remote (web) access, mobile (hand held) access, encryption, existing IdM/Groups Store, existing Student Systems
- Technical requirements, 11 categories:
 - Scalability, Reliability and Data Integrity, Availability, Serviceability, Security and Audit, Authentication and Authorisation, Interoperability, Import and Export, Hardware, Backup and Disaster Recovery, Accessibility

Our requirements

- May be found with the bulk of the docs (see later) but also at <http://www.oucs.ox.ac.uk/groupware/docs/RequirementsDoc.xml> in a more readable form

Other analyses



- Usability (from OUCS)
- Accessibility (from Disability Office)
- Business risk (from ODIT)
- See
 - <http://www.ict.ox.ac.uk/odit/projects/groupware/project/>

The Short-listing Panel

- Membership had to be *representative*
- David Popplewell (member of the Project board) is the chair
- 2 academic representatives for the MPLS Division
- 2 academic representatives for the Humanities Division
- 2 academic representatives for the Medical Sciences Division
- 2 (1) academic representatives for Social Sciences Division
 - (The Social Sciences Division was content with one representative)
- (Divisional IT Committee Chairs were encouraged to be one of the divisional representatives)
- Groupware Project Board Chair
- Chair of the Technical Evaluation Group
- 1 academic representative for Continuing Education
- 1 end-user representing Central Administration
- 1 end-user representing ASUC
- 1 end-user representing undergraduates at the University
- 1 end-user representing graduates at the University
- 1 end-user representing the Colleges
- 1 representative of OUCS (IT Service Provider)
- 1 representative of BSP (IT Service Provider)
- 2 members drawn from the ICT Forum representing IT Service Providers within the departments, divisions and Colleges
- 2 (1) members drawn from the Colleges representing Academic IT users:
 - (The Colleges were content with one representative here)

See

http://www.ict.ox.ac.uk/odit/projects/groupware/project/ShortlistingPanel/Remit_Membership/



The S-LP short list

- Solutions based on:
 - GroupWise
 - Microsoft Exchange and Sharepoint
 - Zimbra
 - IBM Notes/Domino/Quickr

The S-LP decision

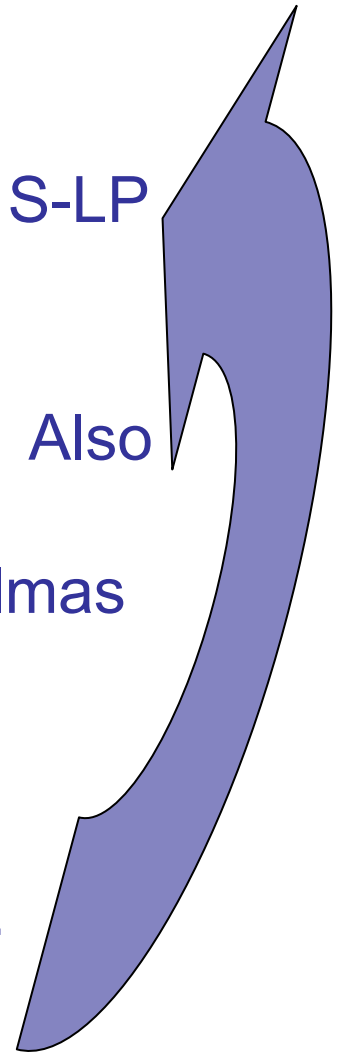
- Microsoft Exchange and Sharepoint
 - “On the 4th July 2008 the Groupware Project Board endorsed a recommendation made by the Groupware Short-Listing Panel that Microsoft Exchange/Sharepoint be the preferred software system to meet the University's Groupware requirements.”
- (There was much talk and analysis, followed by an open and documented vote)

What next?

- The S-LP has given birth to a Procurement Sub Group (meets on Tuesday)
- OUCS to plan procurement, with assistance/scrutiny of the PSG
- Original tenders for MS solution will be re-visited
 - Further demonstrations may follow
- Other tenderers may wish to bid for hardware delivery etc.
- OUCS to initiate an Active Directory project
 - ITSS will be consulted widely
- Procurement to take place during Aug/Sept
 - There will be a Procurement Plan

What next?

- Project/Implementation Plan to be signed off by S-LP and PB
- Implementation by OUCS begins
- Outside contractors will be used for some work. Also recruitment needed at OUCS
- *Possibly* some early adopters by end of Michaelmas Term 08
- *Possibly* undergraduates next summer
- But all this is unknown yet as it depends upon...



Forward vision

- Compulsory change is not the Oxford way
 - Do you as a department want to federate AD or migrate to a central AD?
 - There are options
- Better joined up services for your users
- Local services and support of the groupware end users still through ITSS
 - No compulsory clients
 - No desktop control from the centre

Forward vision

- It's not just about email, calendaring, shared docs etc.
 - We're really looking at the new on-line environment for our users
- We need your help to make it universal
- Whether or not it would be your choice of technology, we need to make it a success

More information

- See
 - <http://www.ict.ox.ac.uk/odit/projects/groupware/project/>
 - <http://www.oucs.ox.ac.uk/groupware/>
- For the full Short-listing Panel documents, including voting slips
 - please contact the ODIT office (or me, in Miranda's absence)
 - We are also looking at ways in which we can make the (commercially sensitive) docs more easily available
- Feedback (and anything else)
 - Please email groupware@oucs.ox.ac.uk

A quick apology

Questions?

Workshop ideas

- What are your feelings regarding resilience, 24/7 service etc.?
- Have you any advice regarding using Sharepoint as a file store (as well as the other uses)?
- What about archiving from Exchange: any clever solutions?
- What do you envisage using a central AD for (beyond basic GW functionality)?
 - For our central design, we don't want to preclude any future use.
- How can we set up a forum for ITSS for the Groupware Project? What are the best methods, channels?