Collaboration Services Local Readiness Team Lead Strategy

The success of the Northwestern Collaboration Services initiative will be largely dependent on the successful communication and deployment efforts at the local edge of the University faculty and staff universe. The initiative includes the deployment of many new technologies, over many months, requiring a fundamental shift in how faculty and staff collaborate to facilitate teaching and the business of the University. Following is a description of the Local Readiness Team Lead (LRTL) strategy that will be employed, in a manner that is similar to the successful Project Café LRTL program.

Collaboration Services LRTLs will be drawn initially from the University Network of Information Technology Specialists (UNITS) and presented to school/departmental information technology leaders to determine the most appropriate person to fulfill this role for each major department or area.

The Collab-LRTLS@listserv.it.northwestern.edu e-mail distribution list has been established to facilitate effective communication between the LRTLs and NUIT Collaboration Services support staff.

Once identified, each LRTL will be asked to fulfill the following responsibilities:

- Attend NUIT scheduled training and communication meetings where critical project related information will be shared.
- Proactively share essential project readiness information with each person within their area of responsibility.
- Be supportive of the University strategic direction to effectively deploy the Microsoft Collaboration Suite.
- Readily answer faculty and staff questions about the project in a manner that is consistent with the project direction. Seek out appropriate answers from the LRTL e-mail distribution list, if they are unsure how to respond.
- Proactively encourage faculty and staff to participate in appropriate training opportunities in advance of the system launch.
- Bring faculty and staff concerns about the project to the Training and Communications Committee co-chairs (Paul Corona and Wendy Woodward) so that they can be addressed.
• Frequently visit the project web site
  (http://www.it.northwestern.edu/strategic-plan/collaboration/) for the most up
to date information.
• Read and respond appropriately to project information that is shared via e-
  mail, from the project team.
• Assist faculty and staff with securing the necessary resources for facilitating
  their transition to the new service.
• Post deployment, serve as the local system expert to assist others within
  the area with using the new tools as they are available.
• Demonstrate new functionality within the new service at staff meetings and
  other opportunities, to encourage service adoption.
• Inform management should a conflict arise that would prevent the LRTL
  from effectively fulfilling the responsibilities of this position, so that other
  arrangements can be made to support the success of the initiative.

The time commitment for this role is estimated to be five hours a month, over the
next eighteen months.