

To: Department of General Services, Executive Staff
From: Business Process Improvement Office
Subject: Executive Summary of Microsoft Lync Beta Test Results

Director Steve Sharkey, Et Al:

Recommendation:

It is the recommendation of the Business Process improvement Office that Microsoft Lync 2013 should be installed on all Department workstations. All users who currently have an e-mail account should be licensed for Microsoft Lync 2013: which is included in our Microsoft Enterprise Licensing Agreement.

The BPIO found that 72% of surveyed participants reported that using MS Lync saved them, on average, 15 minutes per day. If we assume these benefits remain constant across an expanded office worker group, it is estimated that this project will save 4,609 hours per year, potentially improving worker efficiency.

Summary:

On November 1st 18 users throughout different division of DGS were selected to take part in a Beta Test of MS Lync 2013. By November 7th the group had expanded to 22 users, to ensure that functional groups would have an opportunity to use this application. The Beta Test period closed on Dec 9th; however, the application remains installed on the test users' workstations. The test period lasted 25 business days giving users enough time and opportunity to use the system in a normal work environment.

On December 9th all users were sent a survey which takes approximately 2 minutes to complete. The survey responses were compiled anonymously to provide accurate feedback. We have 17 full responses of 22 members of the test group and 1 partial survey.

The survey and full results are attached to this summary. Users were asked about their use of Microsoft Lync 2013. To the final question "Would you recommend MS Lync to your Co-Workers?" 92.9% of respondents who answered the question responded "Yes" they would recommend MS Lync to their Co-Workers.

The Department has approximately 332 work stations across all divisions. It is assumed that over 90% of these work stations are loaded with at least Microsoft Windows 7 and Microsoft Office 2010, the minimum requirement for installing Microsoft Lync 2013. There is no cost to the Microsoft Lync 2013 licensing. This license is part of the Microsoft Enterprise Licensing that MOIT has negotiated.

Once given the approval the Business Process Improvement Office, will begin working with MOIT on implementation of Microsoft Lync 2013 throughout the department. It is estimated that it will take 60 days to fully implement Microsoft Lync 2013.

TOP-LINE REPORT MICROSOFT LYNC BETA TEST USER SURVEY

100% (18)	Rated MS Lync “Somewhat Easy” to use or higher, 83.3% of those responses rated MS Lync “Very Easy” to use.
100% (10)	Of the users who used the SHARE DESKTOP functions, rated it “useful”
100% (5)	Of the users who used the WHITEBOARD functions, rated it “useful”
94.1% (16)	Would recommend MS Lync to a Co-Worker.
88.2% (15)	Used the CHAT function, 73.3% of those users rated the CHAT function “useful”; the other 26.7% rated the CHAT function “neutral”.
72.2 (13)	Stated that MS Lync saved them time on their daily activities.
76.9% (10)	Of users who stated MS Lync saved time; saved more than 11 minutes per day.
84h 10m 12s	Saved during the test period 25 days and based on the 13 users who stated that MS Lync saved them time during their daily activities.
61.1% (11)	Rated MS Lync a “4” or higher when asked “How helpful was having MS Lync in doing your daily activities?” with “5” being “Extremely Helpful”
61.1% (11)	Responded that they used MS Lync 3 or more days per week.
23.5% (4)	Have a Web Cam, only 2 users used the VIDEO CHAT function; rated it “Extremely Useful”.

There were two comments of concern in the open feedback section

“It should be on your desktop if not being used.”

- ***We have added instructions to the user guide to add the MS Lync icon on a user’s desktop.***

“MS Lync is a great tool for quick short questions or display during phone conversations. This should not replace emailing for formal requests and detail issues. In previous companies, there was a problem with no documentation on requests when IM was used instead of email.”

- ***MS Lync stores chat histories in Outlook the same as emails, retaining for 90 days. This has been added to the user’s guide with screen shot of where in outlook to find user’s chat history.***

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Limitations:

There are two functions of Microsoft Lync that are unavailable to all City Lync Users:

1. The ability to present a Microsoft PowerPoint Presentation
 - a. Issues reported to MOIT
 - b. Users can share their desktop and present any file from this connection, making this issue minor.
2. The ability to conduct a Lync Conference Call with outside users.
 - a. There is no dedicated phone system interfaced with Microsoft Lync. Users with microphones and speakers are able to have conference calls with other Microsoft Lync Users, but not outside users.

CC:

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