



Building the New IT Organization: Taking on Converged Networks

Jamie Libow

Engineering Director, Unified Communications Group

Unified Communications at Travelers

- Cisco and Avaya IP Telephony (2003)
 - Voice functionality only (no presence or IM)
- Microsoft OCS (2008)
 - Presence and IM
 - Communicator voice
 - Communicator video
 - Web conferencing/Live Meeting
 - Public IM Connectivity
 - Application Integration
- Future OCS Enhancements
 - More Application Integration!!!
 - Blackberry client
 - PBX Integration

Teams Involved with OCS Implementation at Travelers

- email *
- Windows/Active Directory
- IS Security
- Data Network Engineering
- Firewall /DMZ
- Disaster Recovery
- Server Build
- Desktop
- Project Management
- Operations/Help Desk
- Vendor Management
- Procurement
- Corporate Finance
- Internal Business Groups *
- Purchase approval
- Client rollout
- Training
- Application Developers

* project leads

Organizational Changes

- Very minor organizational changes as a result of Unified Communications
 - Core IT OCS infrastructure implementation team
 - 3 people: one with voice/data experience, two with email/Windows experience
 - Dimension Data (Microsoft Partner) for design assistance
 - Business IT team
 - 2 application developers focusing on OCS application integration
- The biggest organizational change for organizations will be the coordination required among all parties involved
 - This could be challenging for people who are used to living in their “comfort zone”

Lessons Learned

- Since this technology is so closely tied to business processes, business people need to be involved very early in the process
- Implementing a UC system is **ORDERS OF MAGNITUDE** more complex than implementing a legacy PBX or VoIP system
- Since so many groups are involved in the implementation, constant communication between groups is essential

Future of UC in the enterprise

- Who will control communications?
 - Email team?
 - Voice team?
- Communications becomes integrated with business applications and processes
 - Business people will become increasingly involved in communications purchase decisions