

**UC Tech Awards 2023 Candidate**

**Category: OPERATIONAL EXCELLENCE + INNOVATION**
**Name:** The Zoom Phone and Zoom RISE project
**Number of people:** (14)
**Location:** UC Riverside

1. **Person submitting the application/nomination**
	1. Dewight F. Kramer, CISO, ITS, UCR, STAFF
	2. **Email address:** dewight.kramer@ucr.edu
	3. **The name of your organization:** UCR
2. **Award category :** The Zoom Phone and Zoom RISE project is both and operational excellence and an innovative technology initiative.
3. **Name of person, name of the team, or name of the project to receive the award**
	1. Project: The Zoom Phone and Zoom RISE
4. **All project team members - if applicable**
	1. There were so many people that worked on this project. Here are the core members to be recognized.
	2. Jorge Macias, Analyst, Multimedia Technology in ITS, UCR, Staff
	Apolinar Cueto, Technician, Multimedia Technology in ITS, UCR, Staff
	Sergio Jimenez, Technician, Multimedia Technology in ITS, UCR, Staff
	Evan Prins, Technician, Multimedia Technology in ITS, UCR, Staff

Muhammad Siddiqui-Ali (Siddiq), Manager, Multimedia and Classroom Technologies in ITS, UCR, Staff

Elias Lopez, Lead Voice Engineer, Networking in ITS, UCR, Staff

Omar Lopez, Communications/Network Technician, Networking in ITS, UCR, Staff

Mike Mendoza, Communications/Network Technician, Networking in ITS, UCR, Staff

Sioka Tuivaiti, Communications/Network Technician, Networking in ITS, UCR, Staff

Sheri Morgan, Associate Director, Network Engineering/Operations in ITS, UCR, Staff

Joe Trietsch Project Manager, Portfolio Management Office in ITS, UCR, Staff

Tami Friedrich, Management Services Officer, ITS, UCR, Staff

Alex Chrystal, Manager, Communications and Training in ITS, UCR, Staff

1. **Which location was affected by the work?** The entire UCR Location. Although Other campuses are now meeting with UCR and investigating these tools.
2. **Summary** The Zoom Phone and Zoom RISE team at UCR have successfully digitally transformed two core areas of the campus operations. They have replaced the outdated legacy NEC and Cisco phone systems with the user-friendly and flexible Zoom Phone/Zoom Contact Center, improving reliability and call clarity for campus users. Additionally, the team has implemented Zoom Rooms, which have enhanced virtual classes, group projects, study sessions, and meetings for students, staff, and faculty, saving time and increasing productivity.
3. **Narrative**

Dear Awards Committee,

I am honored to nominate "The Zoom Phone and Zoom RISE team" at the University of California, Riverside (UCR) for their exceptional work in transforming two critical areas of daily campus operations - the use of phones and classroom technology - which has greatly impacted the community stakeholders and drastically improved the connection among people in the academic and research areas, as well as in daily communication.

The complexity of the project was a significant digital disruptor, as it involved the transformation of two core areas of campus operations that required a great deal of engagement and coordination across the campus. This transformation required the team to navigate complex technological issues while meeting the demands of various stakeholders.

This project was core to the campus's digital transformation efforts and greatly impacted the community stakeholders. It was critical in enhancing the campus's ability to connect people and bring together academic and research work, as well as daily communication. The team's effort has been instrumental in the creation of a flexible and improved way of leveraging phones and technology to engage people both inside and outside of the classrooms.

One of the significant accomplishments of "The Zoom Phone and Zoom RISE team" was the replacement of the end-of-life (EOL) and end-of-support (EOS) legacy NEC and Cisco phone systems with Zoom Phone and Zoom Contact Center. The project planning, porting vendor phone numbers, and data scrubbing started in November 2022 and culminated in the successful rollout of Zoom Phone Pilot #1 in January 2023. This was followed by the rollout of Zoom Contact Center for five of the highest phone volume department call centers across the campus in April 2023. The migration to Zoom Phone has led to a significant improvement in the reliability of phone services on the campus, and users have reported a greatly improved call clarity over the previous phone systems.

In addition to the successful implementation of Zoom Phone, "The Zoom Phone and Zoom RISE team" has also implemented Zoom RISE (Generation Zoom) across the campus, which has further enhanced the campus's ability to connect people and bring together academic and research work, as well as daily communication. For staff, Zoom Rooms are a familiar software-based solution that lets them schedule, join, and control video meetings from both classrooms and conference rooms. It works with existing room equipment, like cameras and microphones, and can be easily integrated with popular tools like Outlook and Google Calendar. This allows folks in department-managed spaces to hold high-quality virtual meetings, which is almost as good as being in the same room together. For students, Zoom Rooms enhance their ability to attend virtual classes, participate in group projects, and have study sessions with classmates from both on- and off-campus. For faculty, Zoom Rooms make it easier to broadcast and record lectures, hold virtual office hours, conduct meetings with colleagues from other departments, and collaborate on research projects, which can save time and increase productivity.

"The Zoom Phone and Zoom RISE team" has greatly impacted the UCR community stakeholders through their innovative and transformative project, which has led to improved reliability and flexibility in phone services and enhanced collaboration and ease of use for campus users. I highly recommend them for either the Mojgan Amini Operational Excellence Award or the Larry L. Sautter Award for Innovation in Information Technology for their exceptional work.

Sincerely,
Dewight F. Kramer