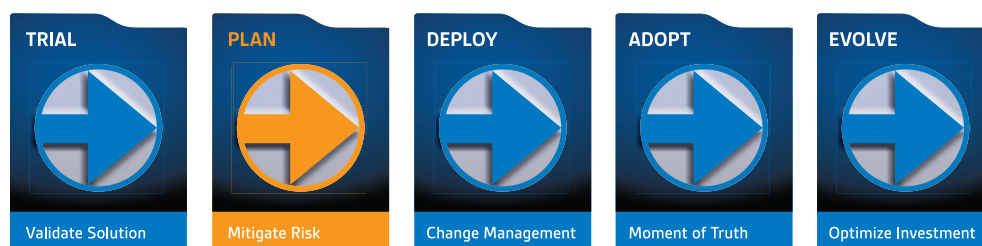


Smarter Working UC Toolkit Planning Checklist

The *Smarter Working UC Toolkit, Planning Checklist* provides IT with a high-level list of items to consider when planning an UC audio devices project. The checklist is a companion to *Smarter Working UC Toolkit, Planning Guidelines for Success*, which provides information on best practices, recommendations, insights from customer experiences, and lessons learned while integrating audio devices into UC environments. We recommend you read the guide first and use this summary checklist to aid your planning process.

In our experience, we find that the introduction of audio devices into an organization usually follows the five steps shown in this figure.



Phases of a Unified Communications (UC) platform and audio device introduction.

ESTABLISH A STRATEGY
<ul style="list-style-type: none"> Identify how audio devices will be acquired, installed, and supported.
<ul style="list-style-type: none"> Define an appropriate strategy that balances your tolerance for complexity, cost, and need for control with business and user requirements. <ul style="list-style-type: none"> IT Managed IT Business Partnership IT Standards Driven
INTEGRATE WITH THE UC STRATEGY
<ul style="list-style-type: none"> Consider the level of integration and future role(s) of existing technologies.
<ul style="list-style-type: none"> Consider the cascading effects of your choice on timelines, types of audio devices required, and communication, education, and support strategies. <ul style="list-style-type: none"> Rip and replace Hybrid strategy with sunset plan Hybrid
IDENTIFY AND ANALYZE USER NEEDS
<ul style="list-style-type: none"> Meet with HR and business leaders to gather user requirements. Compile common job characteristics that affect audio device selection.
<ul style="list-style-type: none"> Understand special user needs (hearing impairment, etc.)
<ul style="list-style-type: none"> Document potential departments and individuals that need coaxing in embracing the upcoming changes.

COMMUNICATE
<ul style="list-style-type: none">• Recruit an executive sponsor who will articulate why the changes are being made and how the company and employees will benefit.
<ul style="list-style-type: none">• Complete user segmentation and choose associated appropriate communication channels.
<ul style="list-style-type: none">• Develop a thorough communication plan leveraging corporate communication venues.
PREPARE FOR CHANGE
<ul style="list-style-type: none">• Prepare employees for the next evolution in unified communications.
<ul style="list-style-type: none">• Prepare educational materials online and focus on the key advantages of the new technology and how to benefit from use.
<ul style="list-style-type: none">• Recruit and train superusers to facilitate knowledge and provide support on the work floor.
DEFINE SUCCESS
<ul style="list-style-type: none">• Focus on utilization rates and successful moment of truth (first use).

FOR MORE INFORMATION

The Smarter Working UC Toolkit is the collective wisdom of customer experiences and lessons learned while integrating audio devices into a UC environment. It's a portfolio of best practices, recommendations, and off-the-shelf training tools designed specifically for IT organizations to leverage – ensuring accelerated end-user adoption. To access the Smarter Working UC Toolkit visit plantronics.com/uctoolkit. We'd like you to be part of our community of learning.

RESOURCE

ADDITIONAL PLANNING RESOURCES

The following resources, available at plantronics.com/uctoolkit/plan, provide supplementary information to help in the planning process.

PLANNING RESOURCES	
Planning FAQ	Provides responses and direction to typical questions IT organizations raise when planning UC audio device integration
Planning Guidelines for Success	Helps IT organizations prepare for the successful introduction of UC audio devices on a UC platform
Planning Checklist	Provides IT with a high-level list of items to consider when planning UC audio device integration
Planning Survey	Provides a list of suggested questions IT organizations can use to assess user UC audio device needs and environmental conditions
Wireless Voice in the Office Environment White Paper	A technology overview for IT organizations covering the most common wireless technologies used for UC audio devices
Wireless Voice Office Assessment Tool	An online tool that provides a recommended direction for an installation of DECT 6.0 wireless UC audio devices
Global Deployment Workbook	Guides IT tasked with global, or national, deployments of UC audio devices consisting of multiple locations

For more information, contact Plantronics at 1-855-UCTOOLS (1-855-828-6657) for US and Canada, or (001) 831-458-7628 (all other countries).

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