**Workshop held with Heber Allen, Michael Lewellen, and John Ostler**

**Heber Allen Comments**

**The problem**

Call Michael or presidents secretary

Feedback loops, knowing options?

Not everyone has to schedule a room

Back-to-back scheduling

Outlook - Need characteristics on conference room

**Existing solutions**

EMS at intermountain (Filtering requirements specify a/v equipment, size)

-had to pick a building not a central search for all buildings

-feature where there’s a 10 min clear out, don’t schedule back to back

**Cost**- department overhead, enterprise pays and doles it out to all facilities

Who can schedule? Anybody or can limit permissions by an admin (every trusted employee)

**Fears** – right compatability, correct technology (Up to date information?) Broken equipment, known feedback do the features work. Have to physically inspect room before the meeting.

**Goal –**

**self service**

Understanding the alternatives – to pick the best option

Dynamic list of the attributes with real time feedback of status of all attributes of the room

Real time notification – through same method used to confirm room

Pay for it? Corporate IT budget (for every building)

Give feedback immediately and easily for the room

Biggest goal

Accuracy – room is actually available no problems

Marketing plan centered around an enterprise – who own the building

Free training to power users

Show low cost and how it’s useful

Show stats of conference room usage

Business case use – get more out of your building

**Michael Lewellen and John Ostler Comment**

**Problem to solve**

Concurrency – several people can schedule rooms, lacking communication because they use different systems. Leave somebody hanging from double booking a room.

Trying to get everyone on the same page, but music people wouldn’t cooperate

Everyone has a different scheduling software

Talked for years about centralized software, put one person in charge or one place to go that is controlled by a central person but have levels of access to approve requests (lower administrative level control)

Lower level administration have certain control and receive communication so rooms can get setup. Need to setup certain equipment or schedule the A/V guy.

Different approval levels, maybe mike has to approve each room in library so he is aware of changes to the schedule.

Building is not utilized as much

Still allow tighter control over room

Can users adjust to a new system to central control?

User can’t figure out how to use the room, how to connect the devices, put it up on the screen.

Tracking who entered something, deleted, what are the details of the event?

Accidentally deleting events

Had to cut back on control to just Michael.

Every building needs to feel like they’re in charge

Internal politics are a major issue right now

**Existing solutions**

Google calendar 12 separate calendars for each room, and outlook for staff

Option to set level of control over room, approve requests or just let them schedule

**Fears**:

Not knowing who is coming, how can we make sure the room reservers needs are met.

Michael gets called for any screw up, which is why he wants to maintain control.

Many Buildings don’t want to give up control

How can we win the faculty over? Show them it would work for them

Eventually need a system that allows for scheduling of study room as student population grows. Subset of scheduling for study rooms (how do we allow students to reserve and access rooms)

People don’t care they want control.