

Discussed	Agreed	Approved	Weighting		
					Groupware Requirements
X	X	X	10	Ease of Customer Adoption / Client Satisfaction	Ease of customer adoption, ease of use, customer satisfaction with product, user preference.
X	X	X	5	1 - Security – support for HIPAA, PKI, etc	This is a given, but needs to be stated.
X	X	X	5	2 - Availability	System available 24x7, consistently good responsiveness, fault-tolerance designed into the architecture, "Fortune 100" uptime
X	X	X	5	3 - Basic Groupware Functionality	Calendar & Scheduling, Free/Busy lookups, Meeting "wizard", Object delegation, "Send As" feature, Personal & Group tasklists, support granular access to calendars (ie users can make their calendars invisible, can grant view and/or write access to particular groups & users)
X	X	X	1/4	Advanced Groupware Functionality	Support for document management, integration with common workflow packages, integration with other productivity applications, project management packages, IP telephony, Unified Messaging, Whiteboard, Electronic Conferencing, etc. (Some of these are futures items, eg, if/when workflow packages are employed, such as an electronic campus order system.)
X	X	X	3	Support for Instant Messaging	IM as a "bolt on", or IM integrated into Groupware? IM recognized as both a "chat" application as well as potential messaging architecture for applications. - Some felt IM should be a standalone solution, others feel if IM can be integrated into Groupware, great. IM solution should be directory integrated, however, at the minimum, enabling reduced signon (not separate username/password)
X	X		3	Support for Web publishing of shared calendars, etc.	Automatically publish schedules of resources managed within groupware system, such as conference rooms, checkout laptops, etc.
X	X	X	3	Web portal considerations	Various portal initiatives are arising around campus - ACS & others. Groupware, email & calendar data should be accessible from within various portals.
X	X	X	4	Client Support	Robust client support for maximum number of clients: Windows, Mac OS9 & OSX, Linux, Solaris, BSD, Irix, etc. Must also have fully featured web client.
X	X	X	1/4	PDA integration - short term	Short term = synch integration with Palm, Pocket PC. There are conflicting views on this topic - what is the overall PDA adoption rate? If VIPs use PDAs, intaction with them becomes by definition very important.

X	X	X	3	PDA integration - long term	Longer term = support for real time wireless. With PDA integration of email & calendaring, this seems to reinforce need for integrated mail & groupware.
X	X	X	3	External PDA messaging (?)	Wide area messaging, via Blackberry or PDA-Phone. There is intense competition currently in this market. Presumably a single vendor & architecture will begin to emerge as defacto standard at University of Utah. Eg, AT&T wireless is one of the better cell offerings in SL area and may offer Blackberry-like functionality soon. Note: support for multiple PDA messaging products may be significantly more expensive.
					Other Considerations
X	X	X		Market Share / Market Momentum	Widest availability of 3 rd party software, strong & growing customer base (helps ensure strong future product development, broad base of customers with similar interests, reduced risk of abandonment)