OUTLINE

1 PROBLEM STATEMENT/BUSINESS CASE
2 RESEARCH
3 DATA ANALYSIS
4 TECHNICAL APPROACH
5 SOLUTION DEVELOPMENT
6 FINANCIAL ANALYSIS
7 ETHICS
8 REFERENCES
9 APPENDIX
Problem Statement

As reduction in both donor support and staff productivity increases, Alianza Latina USA needs to adjust its own internal technical capabilities; allowing for a means improving both communication and collaboration across our four international offices. We see this need being met by instituting an enhanced Video Teleconference (VTC) System in all four offices to help improve collaboration and communications between our employees and with our prospective donors.

Today, Alianza Latina Technical Assistants residing in Latin America are making strenuous coordination efforts to coordinate and collaborate between the different geographical regions in Latin America and with the headquarters based in Washington, DC. Their solution to this problem is to effectively integrate a Video Conference System (VCS) Platform solution. The proposal that the CIO submitted to the Board of Alianza Latina consists of explaining that the Cisco Video Conference Software will enhance communication with donors by means of sharing digital content, using language translators, among other things.

Video Conference System (VTC) phone access and laptop access will eliminate time and space barriers between colleagues at headquarters and in Latin America. In addition, the organization will save money by lower cost on business travels and staff training, as well as from having staff in Latin America working remotely (www.eztalks.com).

We will revamp the NGO’s website making it mobile-capable, adding a donation link to raise money and facilitating data sharing among the staff and other NGOs. Moreover, he/she will train staff on how to use social media tools, like Facebook, Linked-In, Tweeter, more effectively to increase public interest.

To validate the feasibility of the solution to the problem, we will begin by implementing a pilot program to test the new Video Conference System with our collaborators in other geographical locations in Latin America. The resulting solution will be scalable and adaptable
when the pilot attains success, and, after that, we will expand to other regions of Latin America where the NGO currently has centers that enable capacity and development. We believe that new technology solution will not only solve our current lack of relevant technology to do our work effectively, but also will help us to meet our organizational goal.

**Business Case**

The business case in which our NGO will undergo through this project is resident in the notion of both collaboration and communication. At present time, onsite meetings are the only real option for our staff to conduct the needed business of the NGO. As stated in the sense of our communicated problem statement, being able to effectively communicate and collaborate is adversely impacted by our current limitations across a technical realm. More and more, we see high end donors and millennial staff members express the need to work in a face to face forum. The CIO team has outlined an approach that brings with it the notion of positive change coupled with giving our employees and donors exactly what they want. A new video teleconference system will act as a great enabler of all those aforementioned requirements expressed by donors and staff. This system will set the NGO on a new and technological advance path to the future.

The way in which we will do this is by empowering our workforce through the use of technology as well as allowing newer technology and software to provide our transactions-based business of contacts and funding protection from cyber threats.

We will execute a legacy system baseline analysis to address the current technical issues of the DC office as well as foreign offices in order to establish a sense of appreciation of interoperability considerations. After knowing what we need to replace, fix and upgrade, we will select a technology partner and technology equipment. User-side application training will be delivered in the format of webinars for those working in the field to be able to adopt the new technologies efficiently. The technology equipment selection will be executed by the CIO team
who will assess vendor’s abilities by reviewing online articles and reviews. The CIO team will also deliver training to end-users to make sure the new technology accomplishes our goals.

Research

We will build our research process of a Video Teleconference System (VTC) on Alianza Latina USA NGO’s vision of making sure the technology and all business opportunities are validated as workable and cost effective. Our strategy will consist of various steps in order to allow for this project to see success. The below steps are noted as prime objectives in making sure what we deploy works and is beneficial to our employees and speaks to the vision we have outlined in our initial problem statement.

• Engage with staff in the NGO to determine their needs to effectively execute their job and reach the NGO’s goal.
• Prioritize our evaluation criteria.
• Build a list of vendors.
• Build a business case for outstanding candidates.
• Meet with the NGO’s Board and get answers to critical questions.

After this primary research strategy phase is completed, the CIO will select two VTC systems to focus on, for example Cisco VTC Polycom and Cisco Webex, in order to check if the selected platform can solve our current problem.

Research will be carried out to have a deep understanding of the Cisco Video Conference System. Thus, we will first study the user manual provided in the Cisco system website. We will consider the pros and cons of the system. To do this, we will check the websites’ reviews of Video Conference software products, like TrustRadiuse, among others, for Cisco Polycome (VTC) as well as Cisco Webex (VTC). We will check the ranking of the Cisco System Video Conference website against other companies’ Video Conference websites by using TrustRadios’
Webinar Software TrustMap. In TrustMap, products are plotted in the map by two dimensions: the overall star rating (trScore) on a 10-point scale, and research frequency by prospective buyers measured by page views on TrustRadios (https://www.trustradius.com/).

Moreover, we will examine a second Cisco Video Conference System, WebEx. The idea is to do a cross-check analysis between Polycom and Webex, mostly regarding the cost of the VTC system and the overall capability and maintenance cost for budget purposes. We will also analyze their ease of use for our staff, how content is shared and how reliable connection is at the headquarters and in the field. The cross-check analysis will consider the size of the system. This is key because we need to know how many square feet it will take up in each of our offices and co-partners’ offices. Apart from checking the size of the systems, we will study them in terms of deployment flexibility. If it supports automatic bursting to the cloud, for instance Google Cloud Platform and other environments (https://pexip.com).

Lastly, we will research security concerns from the Cisco System website, as well as interview the technical experts from other companies. This part of the research will let us know if we need to encrypt our sharing data during video conference because of data hacks. It will also help us understand the safety and reliability of high performing networks. When we finish researching the above-mentioned technical information, we will compile all the information. We will invite Alianza Latina staff and stakeholders to share their insights on the selected VTC system. The CIO will ask questions to check if the system is suitable for the global team of Alianza Latina USA. Questions from the CIO to the team will include the following:

- How will the video collaboration solution fit your needs to execute your daily work?
- How much training and support do you think that you will need to use this VTC system?
- How do you want to benefit most from the video collaboration system?
After the meeting, the CIO will contact Cisco system to request a free trial of the system to execute the pilot program. Lastly, we will educate staff by carrying out on-line and off-line VTC courses on how to use the selected VTC system. We will also develop fliers depicting the steps on how to use the system in case they forget. (See fact sheet for Polycom and Webex).

Alianza Latina USA will amplify its impact by associating with TechSoup Global, a unifying social technology platform of global network of partner organizations, resources and connection to stay tuned with the latest news of the NGO community.

To that effect, we will be able to share ideas with other NGOs’ technology experts on how to better solve the issues poor communities face in low income environments by using the leading-edge tools, applications, and innovations. We know that no knowledge is isolated, and that is why we want to engage our local staff and co-partners in online-platforms, like TED, to discover new changing ideas to better assist their respective communities in Latin America. To such end, resident representatives will be able to connect their respective communities with the best global technological resources to empower women to gain a skill and share it within their families and across the community. Webinars will be one approach of research and development. The NGO’s research group will pool country data from organizations like the World Bank, Inter-American Development Bank Data Platform, Food and Agriculture Organization, among others. We will network with other social enterprises, companies, foundations and technological activists. We believe that the above research sources will allow us to make better-informed decisions and measure improvements more accurately.
Data Analysis

When looking at the data related support of our project, there are a few key aspects in which help discern the reality of expressing the need for a technology employment at Alianza Latina USA. Alianza Latina USA has a primary mission of supporting Non-Government Office or NGO-related improvements in the communities of Latin American countries. Although the work we do is supported by various partners, our partners, both internal and external, have demands which manifests into various operational requirements and expectations. These expectations include the following major categories:

- Finding a workable solution to allow more collaboration among staff members
- Financial Stability and Thoughtful Business Decision Making
- High Performing and Reliable Conferencing System
- Ability to Communicate Globally and Fiscally Responsibly

When we take a deeper look at what our employees and volunteers are saying to us, we see the major concern that is declared is a growing sense of becoming locked in one’s own silo. One of the greatest strengths that we have as an organization is our ability to foster workable ideas that are beneficial and positively impactful to our communities through collaborating with others within our organization. As part of the data analysis piece, we recently added a couple of questions to our annual climate survey which we used to ascertain what the directional focus of this project would be. The annual survey serves as a check-in to help discern how we are doing at the employee engagement level. In the past, we have used this avenue of approach to help understand best practices for attracting new donors. The survey itself has a high rate of response by our employees and so we have confidence that the detail contained will be helpful. Below are data captures resulting from two specifically added questions within this past year’s employee climate survey. In the first question, we asked our employees to respond with insights on what element of their daily work life could be improved. The second question was specifically
tailored to understand what technical elements our CIO team could introduce which would have a significant impact in the office.
As we can see in the responses, there was an overwhelming sense of the need for better communication and collaboration between our offices. In the second questions, we asked our employees what office technology was most needed at this time.
As we can see based on the responses, it was overwhelming in support of the video teleconferencing system.

In terms of the need to communicate effectively with our NGO partners that exist outside the United States, we gathered data points on the concern and looked at a technology partnership in which would meet that challenge with a sense of mitigation. The virtue of moving forward with a video conference system has a two-fold reality in terms of making business sense. On the one hand a video conference system makes sense for our teams to be able to communicate real time and in a more meaningful way. The second reason is as the cost of travel rises, having this ability will prove to be a sizable “good guy” in our budgeting process for years to come. As noted in the graphs below, this data is used to illustrate the cost savings/ROI on the implementation of the video conferencing system.

![Video Conf System Related Cost Projection](image_url)
As noted in the graphs and corresponding data analysis, the cost savings to the NGO in terms of operating expenses is ~$285,000.00 over the next four years with the introduction of the video conferencing system.

Our final aspect of the data analysis element was making sure our decision was appropriate in terms of our desire to have a system be reliable. With limited budget and a healthy operational tempo, the notion of reliability across our technology systems is most critical. For that reason, we did our due diligence in comparing vendors against one another in the specific space of reliable. Here is what we found through the research.
Vendor Side-by-Side on Reliability

- Cisco: 98%
- Skype: 97%
- Zoom: 96%
- HighFive: 94%
Technical Approach

In terms of the technical approach to this proposal, the CIO team needed to consider the baseline appreciation of the current state of our technical services related to abilities. The overarching business requirements loomed above, which also provided the team with a constant sense of direction as we moved through our approach. In our research, we noted that several potential partners were able to provide our video solution.

Our Video Conference solution approach was conducted using online research to narrow the focus down to the Cisco LifeSize system. The LifeSize system is the most advanced and most appropriate system for our office solution. The ease of use, online tutorials, costs, and compatibility. At the CIO team level, we had conducted a baseline analysis in order to gain wisdom on how our offices were to handle this new system. In order to see the right aspects of the office environments, we (CIO Team) concluded on several aspects that were deemed critical in terms of being able to operate the new system effectively. Our fear was that if we haphazardly deployed this new solution, we would do so in office environments not supportive of the system in terms of requirements.
The Cisco Polycom working environment at the architecture level is complex and relies on a certain degree of physical connections in order to make it work. Below is a snapshot of the busy array of connections the Polycom system operates within. As you can see, the system operates from the standpoint of having one set of server-based application set up in the main office and then works to connect sites/users in order for collaborative video meetings to be realized. In order for this to work well within our existing office footprint, we conducted our own situational awareness checklist for our office in Washington D.C. and our three Latin American sites. Below is our research-based checklist which worked to help articulate overall readiness of our four offices. Within our technical approach and keeping in mind the ease of use goal we have; our research has concluded with the following equipment options for our offices.
Again, ease of use and technical compatibility were crucial decision-making factors we landed on when selecting the office equipment.

**Office Phones:**

The Polycom 7937 model is very easy to use and connects to regular POTS line RG-11 jacks as well as RJ-45 data ports.

The Cisco 8945 IP video phone is a durable and reliable video phone employee will have at their desks. The phone can range well across North American and Foreign CODECS, allowing for seamless communications between offices.

The Cisco LifeSize PolyCom conference room video instance will allow for easy setup and maintenance for all four offices. The initial setup includes single or dual video monitors, speaker(s), and enhanced single microphone and/or smaller remote microphones.
Video Teleconference Room:

With this detail in mind, we will need to react to the shortcomings in various offices in order to create a sense of readiness and map these items into our project timeline in order to achieve mission success.

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<thead>
<tr>
<th></th>
<th>Washington D.C.</th>
<th>Mexico City</th>
<th>Honduras</th>
<th>Costa Rica</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Space Requirements</strong></td>
<td>✓</td>
<td>✗</td>
<td>✓</td>
<td>✓</td>
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<tr>
<td><strong>Power Requirements</strong></td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
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<tr>
<td><strong>Available Video Monitors</strong></td>
<td>✓</td>
<td>✗</td>
<td>✗</td>
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<tr>
<td><strong>Wiring for IP Video Phones</strong></td>
<td>✓</td>
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Solutions Development

The development of our technology solution was multifaceted. We first had a continued sense of purpose in which was articulated in our considerations on how we were going to employ technology to support overall betterment in our abilities to support the mission of the NGO. In short, the mission objective of the NGO is to foster contacts that support donations and to utilize those donations to make communities stronger in Latin American countries. The enabling elements of that mission are rooted in the ability to communicate effectively while being stewards of the business relative to expenses.

In organizing the solutions development of our project, our main effort is the Selection and Implementation of a Video Conference System. Through an intense information collection effort, we have established that the appropriate technology-based solution for our organization is the employment of the Cisco PolyCom Video Teleconferencing system. This system is to be housed in our D.C. office in terms of the main computing elements (application servers).

The D.C. office as well as our offices in Mexico City, Honduras, and Costa Rica will be outfitted with video displays and Polycom video phones as well. One of the principle elements of the solutions development is appreciating the requirements needed to push this project to completion. There are two main elements to developing this project through to solution; the technology readiness piece and the financial or capital expense piece. We will discuss the financial piece in a later section. Our readiness on the technology side is two folds. One is the simple notion of implementing the new technology, training staff on its usage, and setting up ways in which we will validate its overall effectiveness. For this purpose, we prescribed a technical roadmap that speaks to the highlights envisioned in our plan across a given time period.

This roadmap articulates known elements of the project. The merit of establishing a technology roadmap is to set a commonly understood sense of direction to employees, donors,
and our partners and vendors on how we are looking to implement our new video teleconference solution. In referencing the below technology deployment graphic, you will see our high-level tasks and milestones declared as we work through the main areas of the solution development and deployment.
<table>
<thead>
<tr>
<th>Phases</th>
<th>2019 Q1</th>
<th>Q2</th>
<th>Q3</th>
<th>Q4</th>
<th>2020 Q1</th>
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<tr>
<td>Assesses</td>
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<td>Defines</td>
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<td>Select</td>
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<td>Migrate</td>
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<td>Implement</td>
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<table>
<thead>
<tr>
<th>Activities</th>
<th>2019 Q1</th>
<th>Q2</th>
<th>Q3</th>
<th>Q4</th>
<th>2020 Q1</th>
</tr>
</thead>
<tbody>
<tr>
<td>Baseline Assessment of DC and foreign offices to determine physical requirements for VTC.</td>
<td>1. Review RFO/RFI results</td>
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<tr>
<td>Review ROI model with NGO Director and CFO</td>
<td>1. Work with Cisco PolyCom team to outline service level agreement/requirements</td>
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<td></td>
<td>1. Provide training on new equipment to employees</td>
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<td></td>
<td>2. Training on system reporting to CIO team</td>
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<td></td>
<td>3. Establish timeline for cutover to new system</td>
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<td></td>
<td>1. Establish cadence for using video for ongoing meetings</td>
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<td></td>
<td>2. Kick off employee awareness campaign</td>
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<td>3. Establish assurance meetings with partners and donors</td>
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<tr>
<th>Milestones</th>
<th>2019 Q1</th>
<th>Q2</th>
<th>Q3</th>
<th>Q4</th>
<th>2020 Q1</th>
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<tbody>
<tr>
<td>Kickoff RFx Process with selected Technology Vendors</td>
<td>1. Establish agreement on the results of the RFx process</td>
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<td>2. CIO team presents Video Conference requirements and solutions under consideration</td>
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<tr>
<td></td>
<td>1. Gain agreement on SLAs for VTC effort</td>
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<tr>
<td></td>
<td>1. Install and test video conference equipment across all offices</td>
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<td></td>
<td>2. Successfully complete migration of VTC services to Cisco</td>
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<td></td>
<td>3. Perform functions testing across all offices</td>
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<tr>
<td></td>
<td>1. Provide useful updates in newsletter to all donors of our recently added technology-based abilities</td>
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</tbody>
</table>
Another aspect of the solutions development in which is articulated in the roadmap is the notion of training. Training is a very important aspect of any technology deployment. The idea around ROI is centered directly in the sight lines of training. If we need employees to use the new technology to help realize the goals and objectives of the project, we need to make training available and we need to make the knowledge attainable and easy to ensure usage of the Video Teleconference System itself. In an article regarding technical training, 2020 projectmanagement.com (2019) indicated that

“Training presents a prime opportunity to expand the knowledge base of all employees, but many employers in the current climate find development opportunities expensive. Employees attending training sessions also miss out on work time which may delay the completion of projects. However, despite these potential drawbacks, training and development provides both the individual and organizations as a whole with benefits that make the cost and time a worthwhile investment. The return on investment from training and development of employees is really a no brainer”.

As we look to gain true ROI on the investment we make here, we need to understand and appreciate that we need to make every effort to make sure our employees are supported here. Our employees have expressed in our last survey that this system is a true game changer and so training and awareness will be key in the success of this project. In an effort to get ahead of this, we drafted information cards which will be laminated and made available; allowing for a greater sense of ease when using the system.

The insert above represents the step by step process which our employees will use in gaining access to the new system upon initial setup. Each employee will go through these steps prior to using the system for the first time. This insert will also be made available to employees via the employee intranet and laminated cards in all our offices.
How to Use Alianza Latina USA NGO Polycom Video-Conference-System

Step 1: Request Account

2. Click “Request Your Account” button.
3. A confirmation email will be sent to you once your account is setup.

If you are viewing this OCR electronically, click this link to request your account.

Step 2: Installation

Search “Polycom” from Software Self Service (SSS), then install the following two items:

- Outlook Plug-in: Creates a button in Outlook. Necessary to schedule video conferences.
- Polycom Program: Pre-installed on Fund laptops. Install the program when using a Fund desktop.

After installation, change the default meeting password:

1. In Outlook, Click Schedule Polycom Conference (located under Add-INS tab if you are using outlook 2013)
2. Find icon in the ribbon then click on the down arrow.
3. Select Options.
4. Change the Meeting Password then hit OK.
(Password Requirements: min 5 numerical characters; same number can be repeated only once)

Step 3: Initial Sign-in

1. Open Polycom by going to Start > All Programs > Remote Access Services > Polycom > Polycom RealPresence Desktop.
2. Once launched, click on Enter under “Enterprise Sign-In.”
3. Enter your email address and then click Next.
4. Enter your credentials:
   - If you logged into the computer using enterprise account, check “Sign in using network login credentials” (do not enter any information for login fields).
   - If you logged into the computer using local account, provide your enterprise credentials in the following format

   ![Enterprise Sign In]

5. Check “Remember Password”.
6. Click Sign In.
7. Once signed in, your video will be displayed along with a dialpad on the right side.

HelpDesk:
202-247-5486
ithelpdesk@alianzalatina.org

System Requirements (to join a VTC)
- RealPresence desktop software
- Webcam
- Speaker
- Microphone
- Internet connection

Need Help?

Alianza Latina USA | IT HelpDesk

May 2019
SETTING UP A MEETINGPLACE AUDIO CONFERENCE in OUTLOOK

What is MeetingPlace?
MeetingPlace is a teleconferencing application integrated within the MS Outlook calendar. You can use it to schedule and set up teleconferences with your colleagues inside and outside of the Fund. It is easy and convenient!

How does it work?
There are a number of ways to set up a MeetingPlace meeting in Outlook:

✓ Use the Schedule a MeetingPlace Meeting toolbar:
  Select: New > Meeting Request

✓ From Within an Outlook Appointment:
  Select: Click the MeetingPlace button

✓ Within Calendar and Mail:
  Select: New > Meeting Request.

Setting Up a MeetingPlace Meeting using Outlook:

Step 1
Create the Appointment subject, attendees, and time and location - as you would for any meeting. (Figure 1)

Step 2
Select the MeetingPlace icon from the Meeting tab (Figure 2).

Step 3
Choose “Yes, create a new meeting”. (Add a password (optional) or select “More Options” to enable additional features) Click Appointment.

Step 4
Click “Send” to create appointment. Meeting attendees will receive an Outlook appointment with the details of the teleconference (Figure 3).

Note: Web conferencing is not supported at this time.
The insert above is an informational graphic which will let employees know how to successfully set up meeting invitations utilizing the video option. As stated previously, this is seen as essential in facilitating a meeting with great purpose; allowing our employees to connect more appropriately with other staff and potential donor groups.
WEBEX on Mobile Devices - Set Up

**INSTALL WEBEX ON YOUR iDEVICE**

1. Tap to open AppStore.

2. Find WebEx app. Tap to install.

3. Open app, tap / Accept the Terms of Service, tap Skip and follow Sign in instructions.

**SIGN IN TO THE WEBEX APP**

4. Tap Sign In.

5. Enter your email address and tap Next.

6. Type alianzalatinusa@webex.alusa.org and tap

7. Enter your Alianza Latina USA password and tap Sign In.

8. Tap Open. The WebEx app will open. Tap anywhere to explore the app.

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For Assistance: Call 202-247-5486 - Alianza Latina USA - IT HelpDesk

May 2019

Note: Screenshots are from an iPad. Setup steps for the iPhone are the same, though the interface appears slightly different.
The insert above represents the setup information detail that employees will go through that allows the use of video conferencing via their mobile device. The IP address setup in terms of the knowledge of the gateway IP will be made available prior to launching the mobile option. As stated previously, allowing for a workable mobile option is an element of this project that is advantageous to our employees and thus allowing an even greater win relative to overall productivity.

**Financial Analysis**

The notion of using financial analysis to validate our expected return on investment is critical to the health and success of the project itself. The overarching merit in our project is to allow for a more seamless ability of the NGO to conduct its business. The primary enhancements that will allow those abilities are inherited in our increased ability to communicate effectively with our employees and volunteers across our four offices. Once this technical project concludes, CIO team will work directly with the business unit in order to facilitate monthly read outs on how well we are tracking on employee adoption of the new technology and its subsequent functional and budgetary value. As stated above in the data analysis portion, we anticipate a ~$285,000 savings across the next four years next to a startup cost of ~ $60,000 in capital. Within the data gathering segment of this project, the initial startup capital needed was discerned after we analyzed the current status of each office pertaining to the overall readiness of the implementation. In addition to the cost savings we anticipate across the expense side, we also envision a rise on employee productivity. Below is a breakdown of the finance related actuals we saw last September through March across the two main business drivers; donors and employee productivity. The employee productivity equation is developed and supported by each business unit leader that identifies each employees’” ability to work on their dedicated projects.
Employee Productivity

Last Six Months - New Donors

Projected with VTC - New Donors
The above represents a projection of both donor acquisitions and productivity with the added Video Teleconference (VTC) system in place. This increase is anticipated due to the ability for greater collaboration and communication using the VTC system. We also anticipate a rise in donor success with the given ability of discussing the merit of our NGO with perspective donors via a video call rather than a traditional voice only instance.

**Business Ethics**

One of the ethical concerns that stems from the deployment of our project is regarding the notion of being spied on at work. Due to the sheer volume of cameras we will be looking to deploy in all four offices as part of this project, there is a natural apprehension that exist among our staff. In an article titled, “Video Conferencing Security: Four Key Considerations”, Ian Taylor wrote that “When it comes to online security, there is something about webcams that gives people the jitters”. This is a huge consideration in which the IT team is taking very seriously. Since 9/11, the government has been involved in many programs which undermined telecommunications companies and actively spied on countless connections across the United States. In an article located on their website, the Electronic Frontier Foundation stated that “when you send an email or otherwise use the internet, the data travels from your computer, through telecommunication...
companies' wires and fiber optics networks, to your intended recipient. To intercept these communications, the government installed devices known as “fiber-optic splitters” in many of the main telecommunication junction points…” This notion very much resonates in our employees and ethically we need to be sensitive to that and we need to make sure a breach of trust does not occur. In his article, Ian Taylor also stated that “Confidential and sensitive information is routinely discussed within the privacy of a meeting room. Once you create an access point into that room via internet-ready cameras and microphones and live stream broadcasts, you inevitably create vulnerabilities”.

This is important when you consider one aspect of the Cisco system is that you can elect to arbitrarily call in/break in to a conference room without being invited. To put it in real world terms, the D.C. senior leadership team could be discussing a sensitive matter about an employee in the Mexico City office when any user with access to the Mexico City conference room can drop in. Think of it the same way as we use the Alexia application from Amazon. Without notice or invitation, contacts of your Alexia and just appear. For this reason, we will be selecting the option within the Cisco management setup to elect to have the room's auto-turn off after 30 minutes of non-use as a way to combat this potentiality.

**Conclusion**

As we look to invest in our organization for tomorrow, we remain deeply committed to ideas that help shape who we are as a serving community organization. The work we do and the communities in which we support live by the notion of communication and collaboration. It is within this same spirit that we effectively look to launch this project. The abilities this system will give our employees will be dramatic in their ability to conduct their business effectively. The introduction of this system speaks directly to what our employees have been asking for. The system will have a dramatic impact in a positive manner in our expense budget moving forward.
By moving forward with this project, we will improve the manner in which we conduct our important business.

We have conducted a good amount of work in leading up this point of approving the capital for this project. Through the use of validation and compare analysis, we have discerned that the Cisco LifeSize/Polycom is the right solution for our organization. The system brings the right degree of options, SLA contractual support, and flexibility in which allows the system to be deployed effectively in all four of our offices across international borders. We thank you for your support in entertaining the project proposal.
References


Appendix

Chart 1: Where Are American’s Charity Dollars Going?

The above and below charts show total charitable donations from United States and Canada in millions of Canadian Dollars. Alianza Latina USA NGO will apply for grants in the U.S and Canada to help the poor in Central and Latin America. (2019, Giving USA)
Cisco VTC Supportive Network Diagram