

IT Update-Agricultural Faculty Council Meeting-August 19, 2022

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Update on CMS Development:

- While there are some technical issues that can be addressed, many of the issues identified with the LSUAgCenter.com website can only be addressed by people tasked with coordinating the content curation of the website. Such issues include, but are not limited to:
 1. Identifying and addressing stale/outdated content
 2. Identifying and addressing content that needs to be created to better serve our constituents
 3. Identifying and addressing issues related to site navigation and consistency
 4. Addressing the priority and placement of content based on clientele needs
 5. Evaluating web metrics for specific areas of the site and suggesting action to be taken based on these metrics
- We are currently in discussions with AgCenter administration to determine the best way to identify individuals within the organization that may be able to help with these tasks, as well as discussing the possibility of hiring individuals if needed.

AgCenter transition to a MS Teams calling (telephone) system:

- Currently we are working with LSU A&M to gain access to roughly 600 phone numbers with the “578” prefix that are currently in use by AgCenter employees and units. Once those numbers are “ported” into our ownership, we can begin the process of working with individual units to transition to the Teams calling environment.
- Teams calling features will include:
 1. Voicemail (including voice to text transcription with email)
 2. Call forwarding
 3. Free long distance (within the US)
 4. Features to support automated calling trees
 5. Support for “common area rooms” such as labs and student areas
- We are also working with vendors to obtain pricing on the following additional services that can be purchased on each line of service as needed:
 1. SMS text messaging services,
 2. E-FAX services.
- Handset phones will NOT be provided free of charge (in the past, Avaya phones were provided by LSU ITS). Yealink (Teams) phones will be available for purchase by units for approximately \$250/ea.
- The estimated time for AgCenter campus-wide transition to Teams calling is approximately 18 months

Let me know if there are any follow-up questions or concerns.