










NEXT GENERATION NETWORK Community Experience Matrix

| | | RESIDENTS (Residential Colleges) | STUDENTS | FACULTY | STAFF | RESEARCHERS | |
|---|--|-------------------------------------|---|---|---|---|---|
| | CONSIDERATION | EXPECTATION |  |  |  |  |  |
|  | What will I visibly see throughout this process? | Boots on the Ground | NGN technicians accessing Yale owned and managed residences as permitted by leadership* | NGN technicians on-site, in Yale classrooms, libraries and common spaces | NGN technicians on-site, in Yale classrooms, libraries, offices, laboratories & technical closets | NGN technicians on-site, within all Yale building spaces that house network connected devices, access points, closets etc. | NGN technicians on-site, in Yale classrooms, libraries, offices, laboratories & technical closets etc. |
|  | Who will I hear from throughout this process? | Local Leadership & Champions | Yale leadership, location facilities, landlords or housing site managers etc. | Respected Yale building, department and community leadership | Respected Yale building, department and community leadership | Respected Yale building, department and community leadership | Respected Yale building, department and community leadership |
|  | What will I feel / experience during migration? | Network Disruptions | Network disruptions impacting ALL wired and wireless devices accessing YaleSecure, YaleWireless, YaleGuest & Eduroam alike | Network disruptions impacting ALL wired and wireless devices accessing YaleSecure, YaleWireless, YaleGuest & Eduroam alike | Network disruptions impacting ALL wired and wireless devices accessing YaleSecure, YaleWireless, YaleGuest & Eduroam alike | Network disruptions impacting ALL wired and wireless devices accessing YaleSecure, YaleWireless, YaleGuest & Eduroam alike | Network disruptions impacting ALL wired and wireless devices accessing YaleSecure, YaleWireless, YaleGuest & Eduroam alike |
|  | What will be new at the completion of this process? | NGN-Ready Location | NGN-Ready location, prepared for enhanced WiFi and security feature updates ongoing | NGN-Ready location, prepared for enhanced WiFi and security feature updates ongoing | NGN-Ready location, prepared for enhanced WiFi and security feature updates ongoing | NGN-Ready location, prepared for enhanced WiFi and security feature updates ongoing | NGN-Ready location, prepared for enhanced WiFi and security feature updates ongoing |