

If You Like It Then You
Should Have Put A **Ring**
On It:
Transforming Telephony

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Project Overview



Requirement to modernise telephony due to legacy and static systems



The migration of telephony services across the University to Teams Voice



Challenges: scale and scope of work & change management approach

Project Management Approach



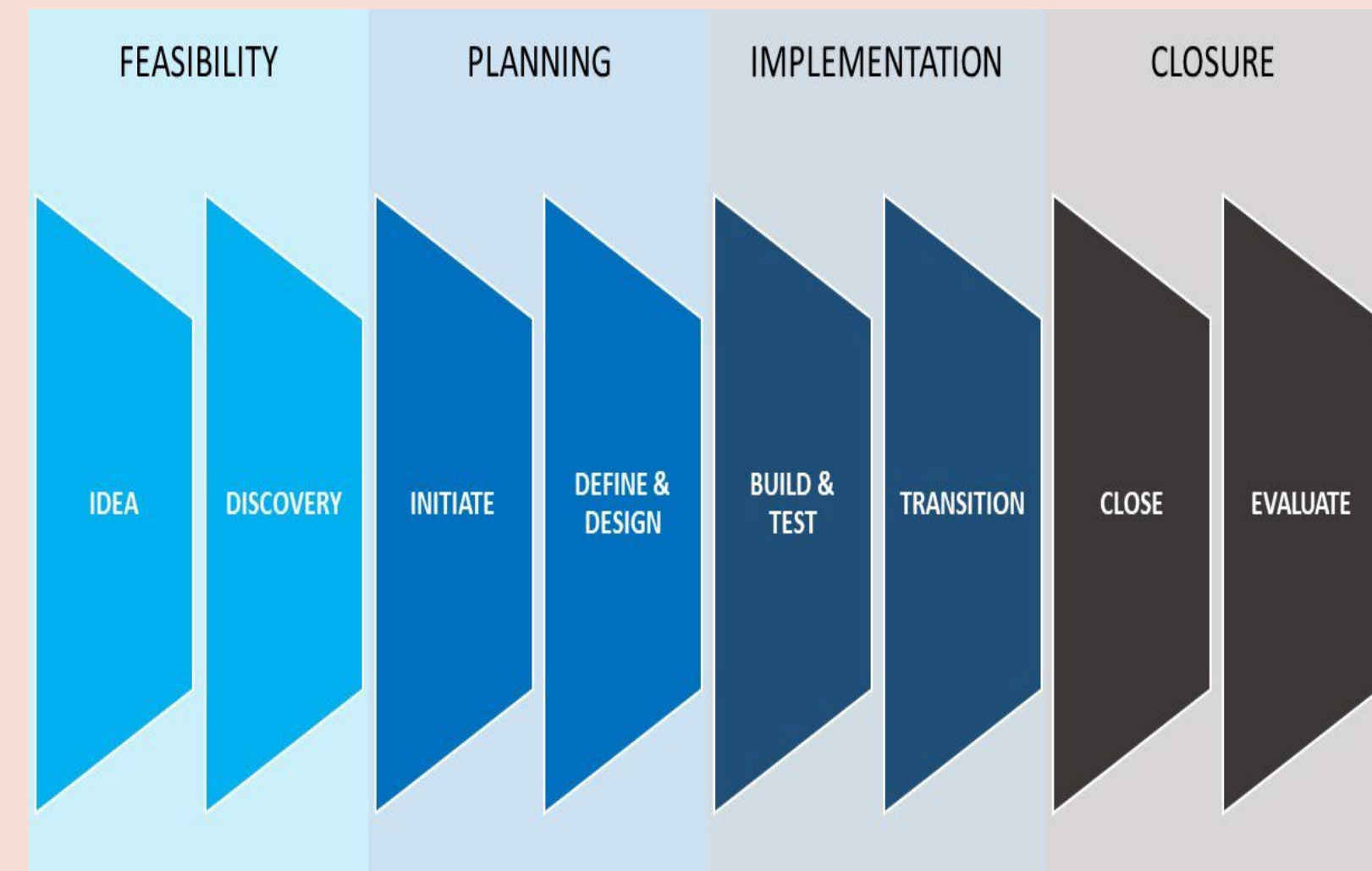
Comprehensive team approach



Governance and escalation



Monitoring and adapting



Challenges



Scale and scope



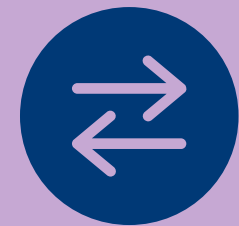
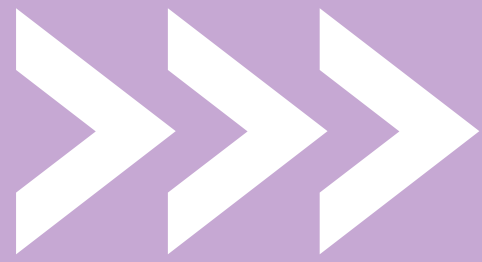
Timing and key dates



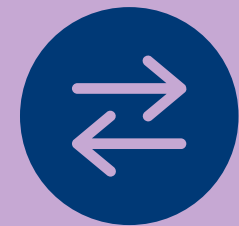
Changing working behaviours



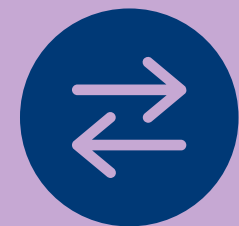
Change Management



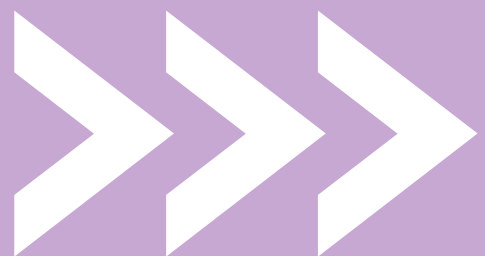
Challenges



Communication and stakeholder
engagement



Physical removal of handsets



Outcomes



Reduction in maintainance



Removal of legacy systems



Future proofing



Lessons Learned

Microsoft Support

Service user Migration

Time to decommission

Switch Board compatibility

New handset compatibility

Telecoms v Infrastructure

**Any
Questions?**

