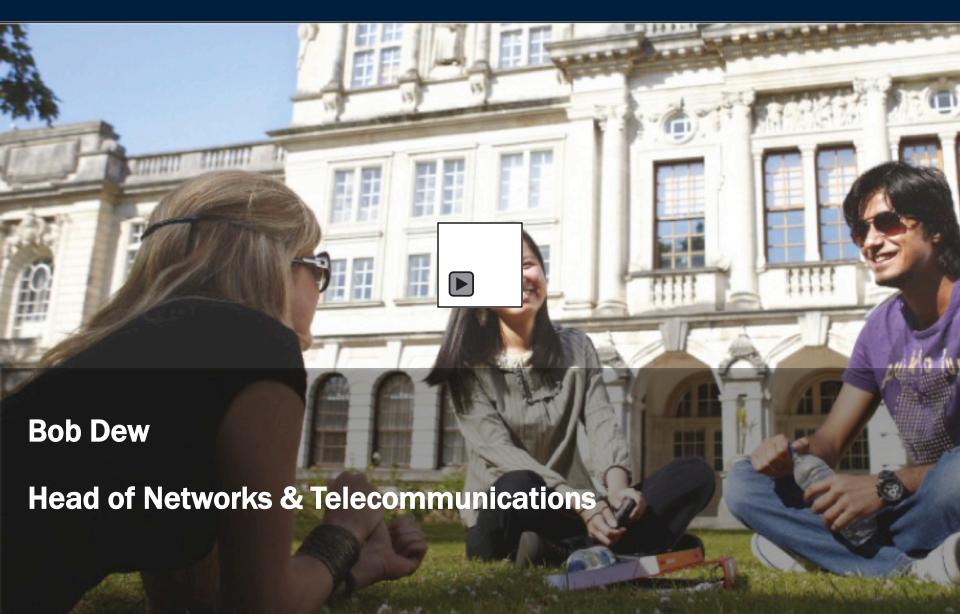


### **SfB Migration – Mission Impossible**





### Your Mission should you wish to accept it?

As part of the University Campus Horizons Programme we are building a new building the Centre For Student Life – It will occupy space currently housing the University's PBX System and associated ISDN Connectivity and outgoing telephony connectivity

The mission - replace the University's Telephony System – migrating from PBX and ISDN Connectivity to VOIP and SIP Trunks

You have 1 year from ..... Now

Oh and by the way in that time you will need to

- Create a Business Case and get it authorized by University Exec Board to get the funding
- Go out to Tender for implementation and Support and roll out the new service



# Is your underpinning infrastructure ready?

### Network Ready

POE Capable

not having pervasive POE poses some interesting challenges

QOS Capable

If your network bandwidth does not have plenty of headroom you will need to prioritise traffic

Good wireless coverage



#### RESOURCE ... RESOURCE ... RESOURCE

#### Adequate Resource committed at start

Programme Manager

Project Manager

Change Manager

Infrastructure changes and

**Business Cultural Change** 

Ensure to consider impacts and changes to working practises

**Business Analyst** 

**Training Resource** 

Technical – Engineering Resource

VM Server administrative Resource

AD/Identity management Resource

Roll Out resource

Technical snagging on the day of transition

User hand holding floor walkers

#### **Business Change**

Engage with User population well in advance –

Sell benefits

Discuss and consider potential changes to workflow and working methods

Encourage user participation

Communicate well

Blogs, Yammer, use all avenues available

Demo suites for customer drop in and product familiarisation

\*\*\*\*. Sell Soft Client and headset adoption and migration away from handsets. \*\*\*\*

# Training

- Training requirement is significant and can be repetitive encompassing
  - SW Client
  - Handsets
  - Office 365 integration features
- There are many online sources of help available
  - User guides
  - Videos

The trick is making people aware of how to find them



# Post Roll-Out Support

Post go live support can be complicated through the degree of cross team involvement Active Directory

Office 365 email integration still facing challenges today e.g. Microsoft introducing modern authentication on phones

Large number of servers (VM's in our case)

Need to keep track of certificates and manage expiration and replacement cycle

Cable connectivity between Network and client PC via the handset can introduce interesting challenges when people disconnect physical cable and reconnect e.g. during PAT testing and get cabling the wrong way around

Consider the support requirements for desktop

Both SW Client side and

Handset

Be aware of subtly different client behaviours across different OS platforms



#### What we deployed

Skype for Business on Prem

18 VM Servers

Polycomm VVX handsets 7319 handsets

8. X. CX5500 portable video Conf units

Approx. 50 CX3000 Voice Only Conf Units

VVX 411 Latest Standard Desktop

VVX 410 Initial Deployment Standard Desktop

VVX 301 Communal/shared open plan usage

VVX 201 Basic Telephone – Refuge Points

D60. Dect Phones (not very well received

Foncomfort Augmented Pickup Group Functionality \*6

Rightfax Replace analogue fax with fax > email integration

UC Commander (now UDM Pro) Handset Management Solution

Netcall Liberty 39R Call Centre/Contact centre functionality

BTOE Desktop – Handset integration



# A picture is worth a thousand words









Center For Student Life – Scheduled to Open Summer- Autumn 2021



## **Futures**

- Microsoft pushing TEAMS for collaboration including telephony
  - at Cardiff we are already embracing TEAMS for collaboration communications and sharing solution across teams departments and with external partners
    - excluding Telephony

- Skype For Business
  - SfB Online already deprecated retired July 31 2021
  - SfB On Premise 2019 Release (actually released 2018) initial mainstream support through Jan 9 2024
- TEAMS support for handsets
  - not backward compatible
  - To migrate all our current handset estate would cost £950k