

SfB Migration – Mission Impossible



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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

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

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