THE UNIVERSITY OF TEXAS AT AUSTIN
ITS Information Technology Services

VoIP Plan Task Force
Document Version 3
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November 22, 2010

Project Charter

VoIP Plan Task Force

Executive Summary

A task force of representatives from McCombs School of Business, The College of Natural Sciences, the College of Liberal Arts, the College of Communication, the Cockrell School of Engineering and Information Technology Services has been assembled to review the current needs for telephony on campus and determine the best approach to provide this service moving forward.

Business Need and Background

Voice over IP (VoIP) was identified through the SITAC process and prioritized by the IT Architecture and Infrastructure Committee (AIC) to be investigated as a future direction for campus telephone services. It is believed that VoIP, and changes to the way services are provided, can decrease the cost of providing telephone service while also providing increased flexibility and new features. While the current infrastructure has served campus well for over 25 years, it is time to re-examine the previous strategies. Driving the urgency for this investigation are the needs of four new buildings being constructed, whose investments could be used as a foundation for a newly vetted telephone service for campus. Some of those construction plans may even accelerate the need to transition the entire campus to VoIP delivery ahead of expected obsolescence.

Additional considerations for this investigation include the current aging infrastructure and lifecycle upgrade investments being expended as a due course of business and the parallel ITS rate reviews for telephone rates and cross-subsidies.

Project Description

The approach for this project will be customer focused and data driven. Departments will present desired telephone service profiles in the new buildings. Based on those presentations, the working group will choose a set of features, options, services, and also funding and reliability needs. Technologies will then be architected and priced for presentation back to the relevant governance groups for input and review.

Project Goals

- Determine an industry standards-based Voice over Internet Protocol (VoIP) architecture for telephone service on campus, to be initially deployed in four new buildings
- VoIP architecture will simplify provisioning and change management, address institutional needs for directory information and number identification, and plan for growth and evolving technology

- VoIP architecture will be designed to provide telephone service via a central organization and distributed departmental providers at reasonable cost
- VoIP architecture will reduce telephone costs and seek to maximize economies of scale for campus procurements
- VoIP architecture will be used as an input to telephone rate setting process on campus.
- Initial implementation and lifecycle costs will be projected (both for campus and typical department)
- Reliability needs will be documented

Schedule and Milestones

Milestone/Deliverable	Target Date
Project kickoff meeting, scope and charter discussion	September 13, 2010
Presentations – department vision for VoIP	September 27, 2010
Feature and options discussion based on presentations	October 11, 2010
Finalize menu of feature and options, draft ready for Executive Committee review	October 25, 2010
Draft of Technical requirements to implement approved features & options	December 13, 2010
Cost gathering and review – begins January 7, 2011	February 7, 2011
Preliminary draft report with recommendations due for Executive Committee review and approval	March 1, 2011
Draft revisions complete to submit to IT governance for approval	March 31, 2011

Scope

The scope of this project is to define the telecom services needed by departments, the feature sets for varying levels of service and reliability levels for various services, and the desired funding models.

In Scope

- A report detailing telephone services to support research and business functions (faculty, staff, and student workers – not students) in the four new buildings, to be extended to campus
- Selection of telephone features and service levels (e.g. basic, business, advanced)
- Infrastructure requirements and impacts to other systems to deliver services beginning in 2011-2012 fiscal years
- Rate recommendations for the new architecture for the next 1, 3, and 5 years
- Implementation time lines
- Levels reliability needed for services and emergency response (911) call location information
- Phone numbers and identity issues
- Pricing and funding model recommendations for the new architecture

Out of Scope

- Pilot projects are out of scope
- Unified Communication features are out of scope for this phase of the project and should be addressed at a later date

Project Management and Governance

Role	Name(s)/Title(s)	Responsibilities
Executive Sponsor(s)	Brad Englert, CIO	Ensures governance groups, senior management, and other campus leaders are aware of the project's progress and that they are being properly engaged.
Project Manager	Sandra Germenis; ITS Telecom Services Manager	Ensures all project's timeline stays on track and plan is kept updated, ensures all key parties are engaged and communicated with.
Project Facilitator	Merri Su Ruhmann, ITS Senior Technical Communicator	Meeting facilitator, issues tracking, and project communications as needed.
Technical Lead	Jay Riekenberg; ITS Telecom Engineer	Subject matter expert to identify technology needed to support new features, reliability levels, scalability, and any integration requirements with the current environment.
Working Group	David Burns, Director McCombs School of Business; Patrick Boyd, IT Manager, College of Liberal Arts; Bob Gloyd, Director Cockrell School of Engineering; William Green, Director ITS Networking and Telecommunications – Working Group Chair; Bryan Harold, Director College of Natural Sciences; James Lewis, IT Manager College of Liberal Arts; Toren Smith, Software	

	Engineer College of Natural Sciences; Charles Soto, Director College of Communication; Patti Spencer, Director College of Natural Sciences	
Executive Committee	Janice Daman, John Ekerdt, Joe TenBarge, Patti Spencer	Review and approve findings from the work group.
Campus IT Governance Oversight	Operational IT Committee, IT Architecture and Infrastructure Committee	

Project Facilities and Resources

The project will determine the facilities and technologies needed for deployment. Proof of concept trials may be required.

Assumptions

- Solutions will be based on VoIP technology
- There will be both central and distributed voice services provided to departments
- New construction projects will primarily utilize VoIP with some high reliability delivery option for life safety services
- Current construction project funds as well as the ITS zero-based capital voice budget will be used to fund the initial deployment of new systems in support of the upcoming large construction projects
- Rate reviews of ITS phone charges will happen in time to inform this process
- There will not be ubiquitous indoor cellular coverage or universally provided Communication Device Allowances for cell phones for all faculty, staff, and student workers

Impact Analysis

The departments represented by the project team will be most immediately affected as they have large building projects in construction and are scheduled to be substantially complete beginning with the Belo Center for which equipment must be purchased by 2011, approximately 7 months. All campus units and departments will be affected by this project as the service is extended across campus.

ITS currently provides telephone services centrally, including a VoIP offering. Any changes in the way that telephone services are provisioned either centrally or distributed will affect the entire campus—including rate impacts. The current telephone rate structure is subsidizing other ITS services and is in need review (see Risks).

Constraints

- Levels of reliability identified as part of this project will constrain the offerings and costs
- Department networks may constrain the VoIP offerings
- Construction project budgets and ITS capital budgets may also constrain service solutions
- Construction project timelines constrain the solutions

Risks

- Traditional telephone service expectations may constrain options
- Unified Communication features and other technologies available may create some increase in scope
- If cross-subsidies and historic rate structures are not reviewed and updated additional funding may be required
- Supporting ITS telephone customer base:
    - 1) If more affordable/responsive services are not offered, the customers may move to alternative services so quickly that the remaining base would not be economically viable
    - 2) If the base moves to quickly to a newer ITS offering, the existing system might not be economically viable.

Revision History

Version	Date	Description
V 1	Sept. 13, 2010	Initial draft completed
V 2	Sept. 24, 2010	Committee draft
V 3	Oct. 15, 2010	Exec committee reviewed

Signatures

Formal written signoff.

Name	Role	Signature	Date
William Green	Work Group Chair		
Brad Englert	Executive Sponsor		
Executive Committee	Janice Daman, John Ekerdt, Joe TenBarge, Patti Spencer		