Scope of VoIP Deployment Tasks for a Building (20120912)

Responsible Party

		Installation Tasks	Contractor					UT/ITS												UT/Facilities		UT/Units		
			Project Manager	Field Survey	Network	Switchroom	Field Deploy	Project Manager	Voice	Switchroom	Warehouse	Assignment	Installation and Repair	Business Office	Network	Cabling and Construction	Facilities Design	BACS	Help Desk	PMCS	Lock and Keys	TSC	Workgroups	Business Officer
Colum	Columr	Column3	olumn	olumn	olumn	olumn6	olumn	olumn	olumn	olumn1	olumn1	olumn1	olumn1	olumn1	olumn1	olumn1	olumn1	olumn1	olumn1	olumn1	olumn1	olumn1	lumn19	olumn2
1																								
2	**Campus Awareness**		x					x											x			x	x	x
3																								
4	**Pre-survey preparation**																							
5		General campus overview	x	x	x	x	x	x													x			
6		Guidelines for installations	x	x	x	x	x	x	x	x	x	x	x	x	x	x		x						
7		Access and training on use of existing data sources (cablemaster, network tools/report cards, mysoft, switch, worqs/floorplans/ownership)	x	x	x	x		x	x	x		x		x	x					x				
8		Preparations for surveys	x	x	x																			
9																								
10																								
11	**Initial Survey**																							
12		Building orienation meetings for units	x																			x	x	x
13		Deploy demo phones (large building)	x		x	x	x				x											x		
14		Communiation to building occupants regarding the survey	x																					x
15		Schedule survey, arrange for access, note of any escorts required	x															x			x			
16		Signoff to proceed with survey given exceptions	x					x																x
17		Room by room phone instrument check (confirm there is a phone or not, and what type)		x																				
18		Note any special accessories (shoulder rests, headsets, cord managers)		x																				
19		Room by room phone feature check for future configuration needs		x		x																		
20		Merge room number/phone number with Worqs room occupant names to assist units in their later reviews	x	x				x																
21		Room by room nework cable availability check and power outlet proximity/availability (assuming default of no POE unless situation warrants or unit wishes to pay). Will need to note cable for TSC signoff.		x																				
22		DC (Data Closet) Ethernet port availability check -- will have to use inspection and tools to locate available ports. Will need to note specific ports for TSC sign-off.			x																	x		
23		DC space (if switches needed) check			x																			
24		DC uplink capacity (if switches needed) check			x										x							x		
25		DC power/cooling (if switches needed) check			x																			
26		DC patch cable requirement check (RJ45, 110, length, labeling requirements -- note any cable management issues for TSC to address; plan to address VoIP cable management for installation if possible)		x	x																	x		
27		Locate/document existing institutional lines and related information		x																				
28		Determine instituional lines needed (analog vs. voip)	x									x												
29		Determine continued BACS (Building Access Control and Security System) analog phone line needs	x															x						
29		Update ITS records based on findings	x	x	x																			
30		Forumulate recommendations based on guidelines and cost estimates, note adverse feature interactions	x	x	x	x																		
31		Recommendation review (feedback loops)						x		x					x	x	x			x		x		
32																								
32																								
33	**Unit decisions**																							
34		Meetings to discuss options/recommendation/estimate with units	x																			x		x
35		Choose need for instrument at surveyed locations (basic/business/speaker/etc, might replace with other option-- softphone, daisychainn network ports or eliminate alltogether)																				x		x
36		Choose service type (basic/business) and feature needs																				x		x
37		For Business Class, coordinate with ITS for feature documentation. If optional addition selected, then consult with unit's workgroups and choose business feature/logic (create default templates for units to select to reduce work)	x							x		x											x	x
38		Signoff of workgroup for Business feature sets -- Note add alternate for contractor	x																				x	
39		For Basic Classes																						
40		Choose instruments as needed																						x
41		Determine whether to fund any special accessories based on what was there (shoulder rests, headsets, cord managers)																				x		x
42		Choose cable solution as needed (may daisy chain if network cable unavailable/too expensive) based on cost/recommendations given by ITS																				x		
43		Choose network equipment as needed (existing ports, POE, etc)			x																	x		
44		Review step updating estimates, and reviewing with other parties not in discussion, looping until agreement	x					x		x					x	x	x			x				
45		Signoff on choices, and financing/account number selections	x					x														x		x
46																								
47																								
48	**Pre-Deployment Tasks**																							
49		Install specified cable pulls														x								
50		Purchase specified Ethernet switches and related equipment									x				x									

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51		Purchase specified room/DC patch cables									x													
52		Receive/inventory parts and equipment					x				x													
53		WO (work orders) for specified electrical	x														x			x				
54		WO for specified cooling	x														x			x				
55		WO for space remediation (ex: new racks or new rooms)	x													x	x			x				
56		Coordinate, track, juggle, and update schedules based on pre-deployment tasks	x																					
57		Configure overall network assignments (create subnet/vlan, add dhcp configs, etc)													x									
58		Confirmation that everything is ready	x					x														x		x
59																								
60																								
61	**Deployment Tasks**																							
62		Schedule deployment and arrange for access	x															x			x	x		x
63		Schedule training session for end users (expect most to look at online videos)	x																					x
64		Stage ordered supplies (phones, network switches, organize cable supplies, etc)			x		x				x													
65		Communiation to building occupants regarding the installation process and schedules	x																x			x		x
66		Install specified Ethernet switches (config, uplink, document/tools)			x																			
67		Patch/label/enter in tools, cable to specified port on Ethenet switches in DC					x																	
68		Configure Ethernet switch port			x																			
69		Configure phone switch for phone				x																		
70		If Business class phone, coordinate with ITS for config, or if optional addition selected then perform this configuriaton			x					x														
70		Deploy/patch instrument in office along with any accessories					x																	
71		Any additional instrument config in office beyond default (Business Users)				x	x																	
72		Test instrument in office					x																	
73		Remove old phones/patch cables in office (but not personal equipment like answering machines) for central surplus					x																	
74		Conduct TSC training session (how do they run the unit portion now)	x		x																	x		
75		Conduct training session (few sessions, expect most to watch online videos)	x				x															x		
76		Install insitutional lines that changed to VoIP					x																	
77		If additional option selected, redeploy analog institutional lines on new cable assignment (coordinating with ITS)					x			x		x				x								
78		Related to above, if additional option selected, remove BACS analog lines no longer needed, coordinate timing with BACS					x											x						
78		Update documentation/records (including 911 information if required)	x		x	x	x																	
79		Update billing records												x										
80		Inspection	x					x					x		x	x	x					x		
81		Signoff on installation	x					x														x		x
82																								
82																								
83	**Post-deployment task**																							
84		Support non-business class																	x			x		
85		Business class support								x		x	x						x			x		
86		Train any new TSCs								x		x	x		x							x		
87																								