



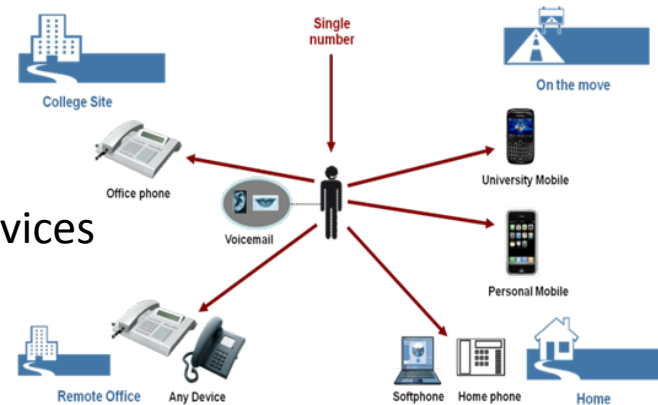
Integrated Communications Project

Stewart Watson – Programme Manager

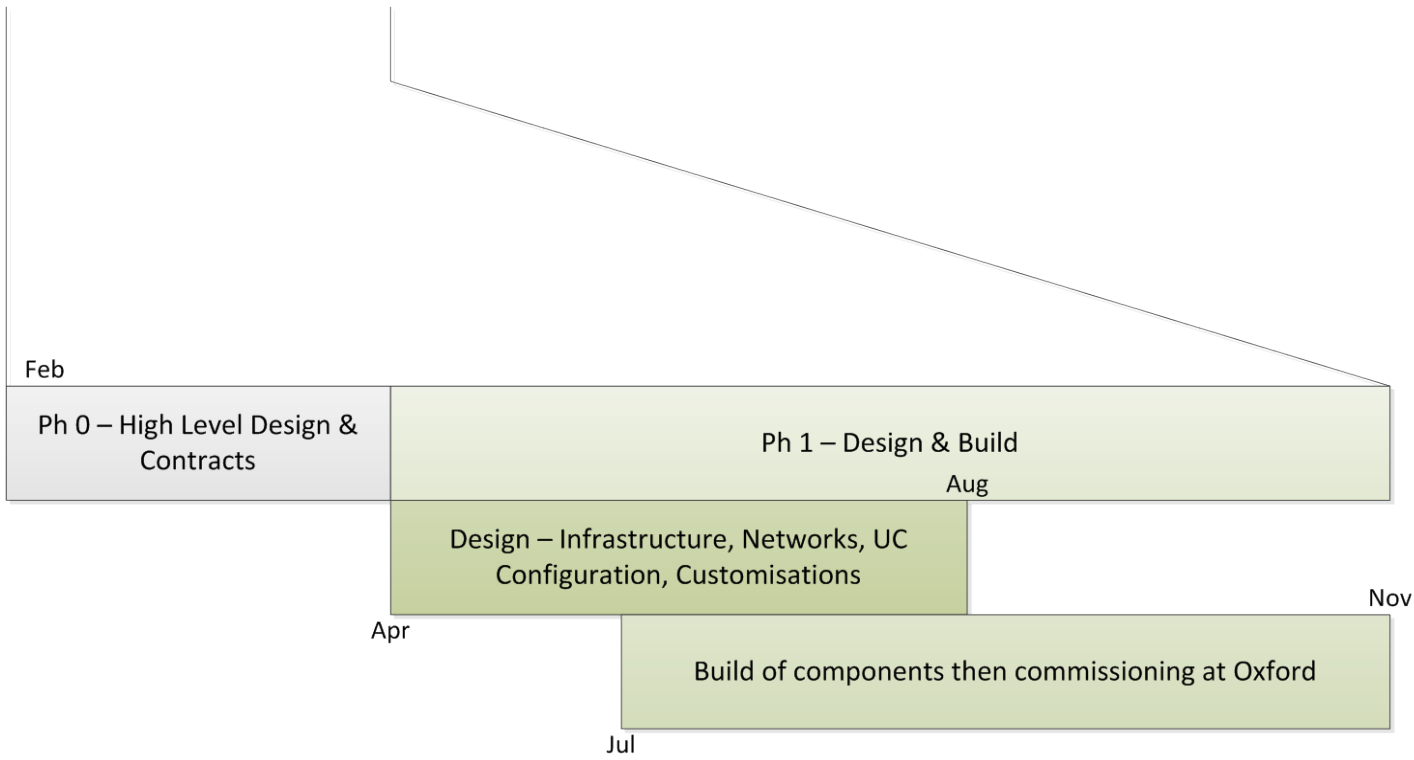
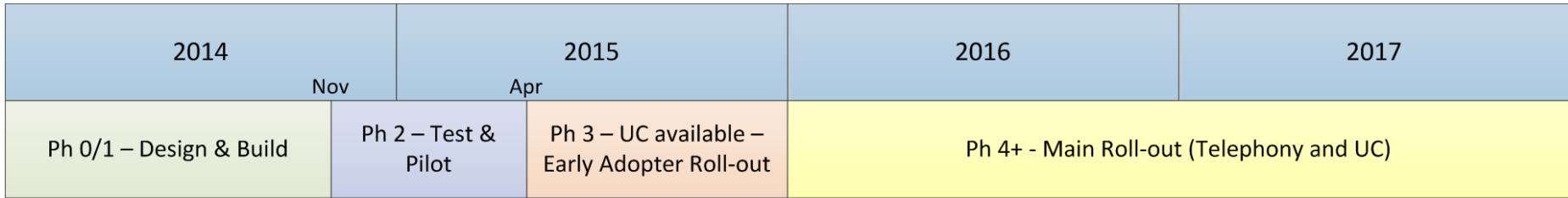
Alan Williamson – Communications Officer

Objectives and Benefits

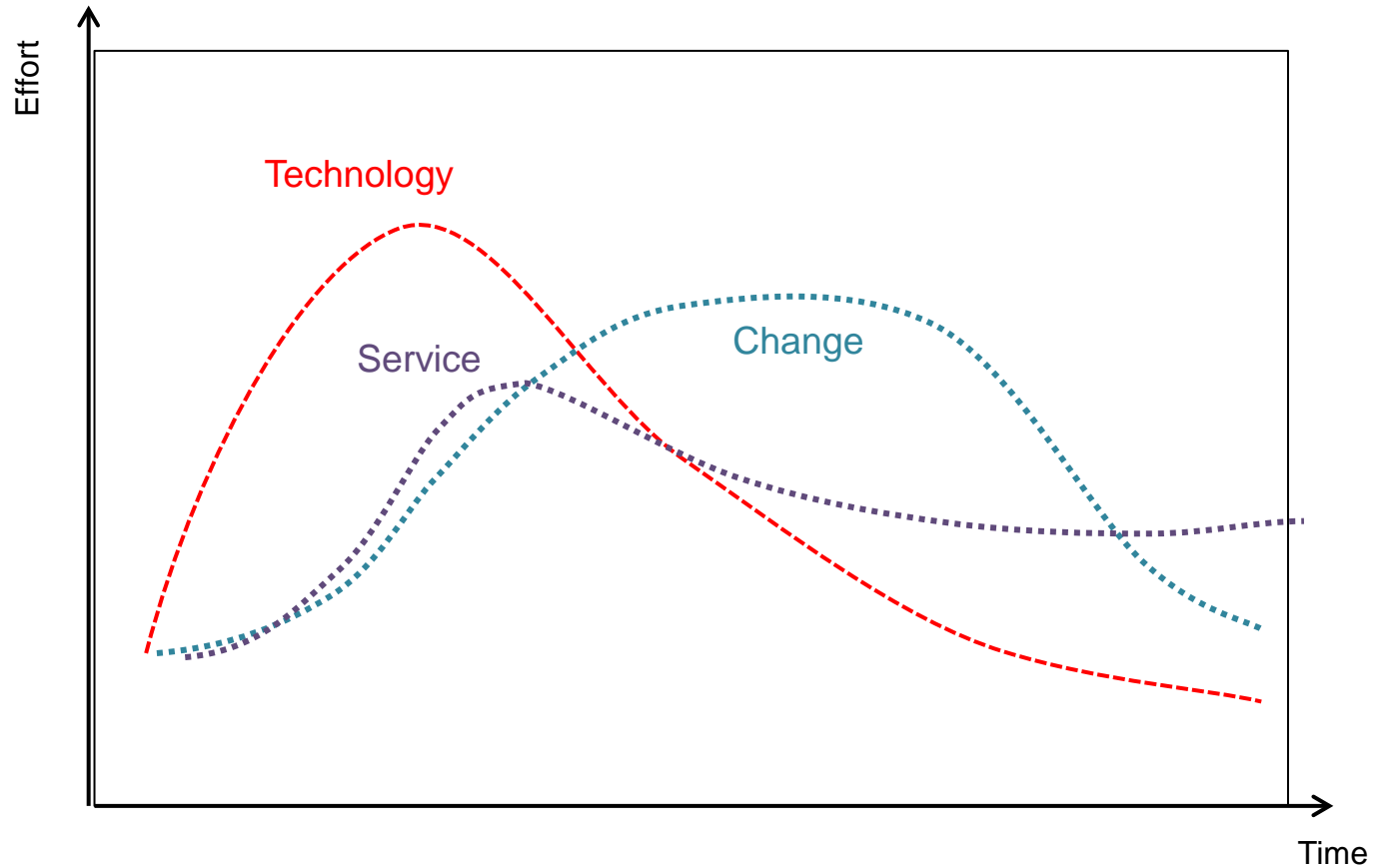
- Replacing Existing Telephone System
 - Commissioned in 1986
 - End of life 2017
 - Already having issues obtaining parts
 - Ewert House Exchange offline for 36 hours in 2012
 - Migrate 28,000 users – around 800/month
- Offer more modern ways to communicate
 - Video – one to one and multi-party
 - Instant Messaging
 - Number portability – one number, many devices
 - Use your mobile just like your extension



Timeline



Technology and Change Focus



Current state of the project

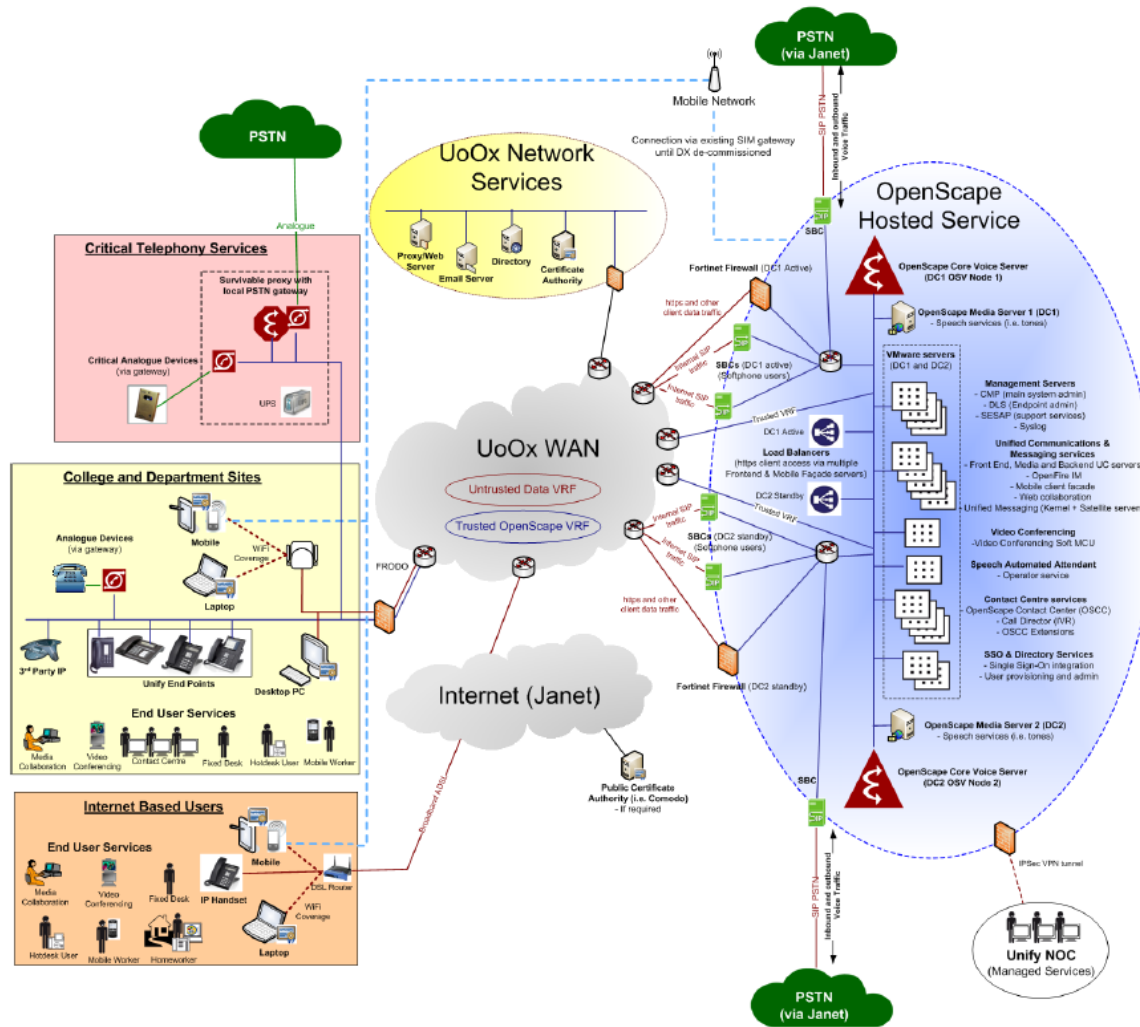
- Phase 0 high level design complete
- Phase 1 contract signed - 23rd May 2014

Time for action!

- Design activities
 - Infrastructure (ongoing) 80%
 - Networks (ongoing) 90%
 - IAM/Customisation (complete)
 - UC Configuration (ongoing) – just starting

Technology view

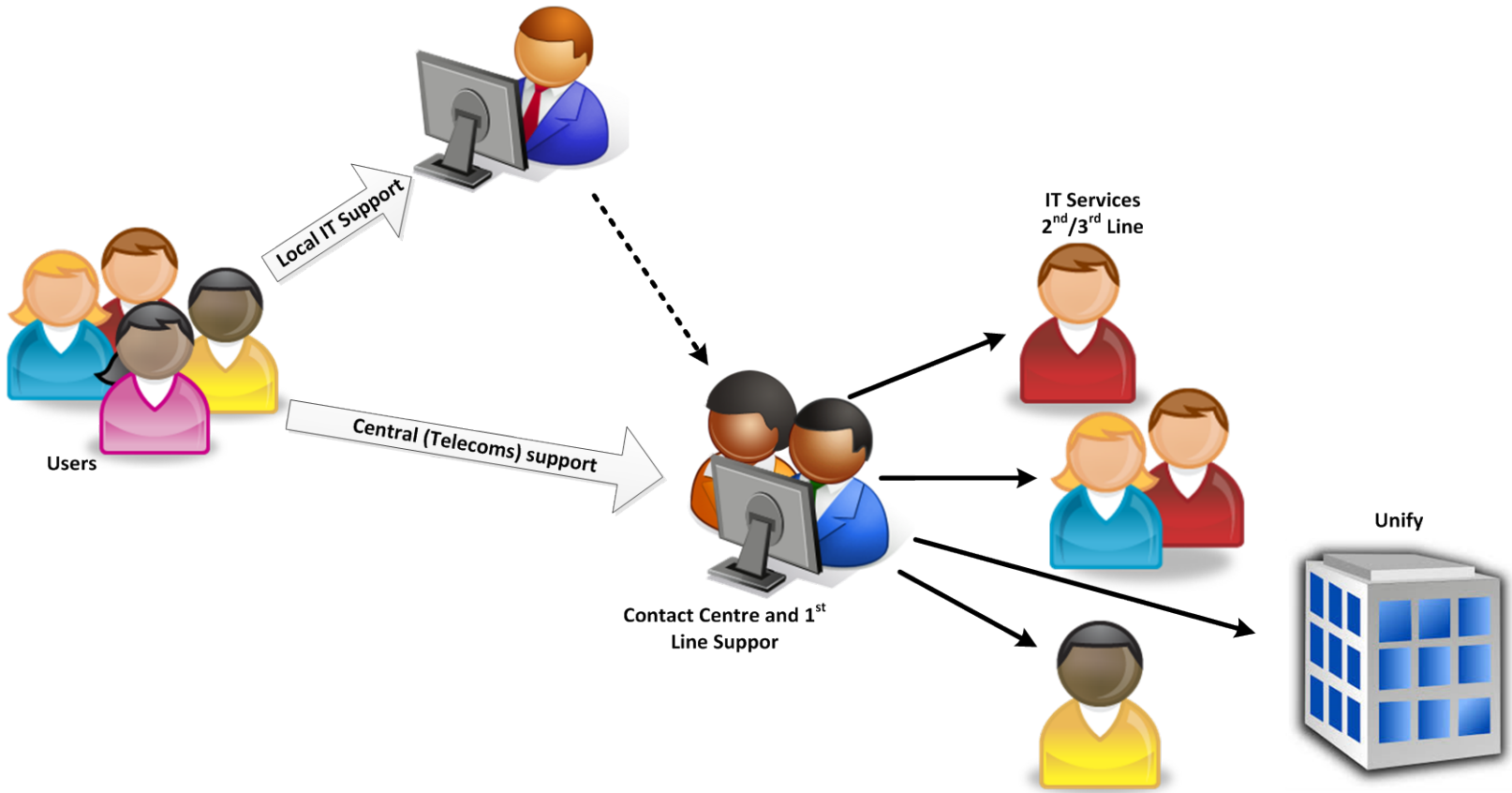
Core Infrastructure (VI & Networks), Core & Edge, OSV, DNS & DHCP



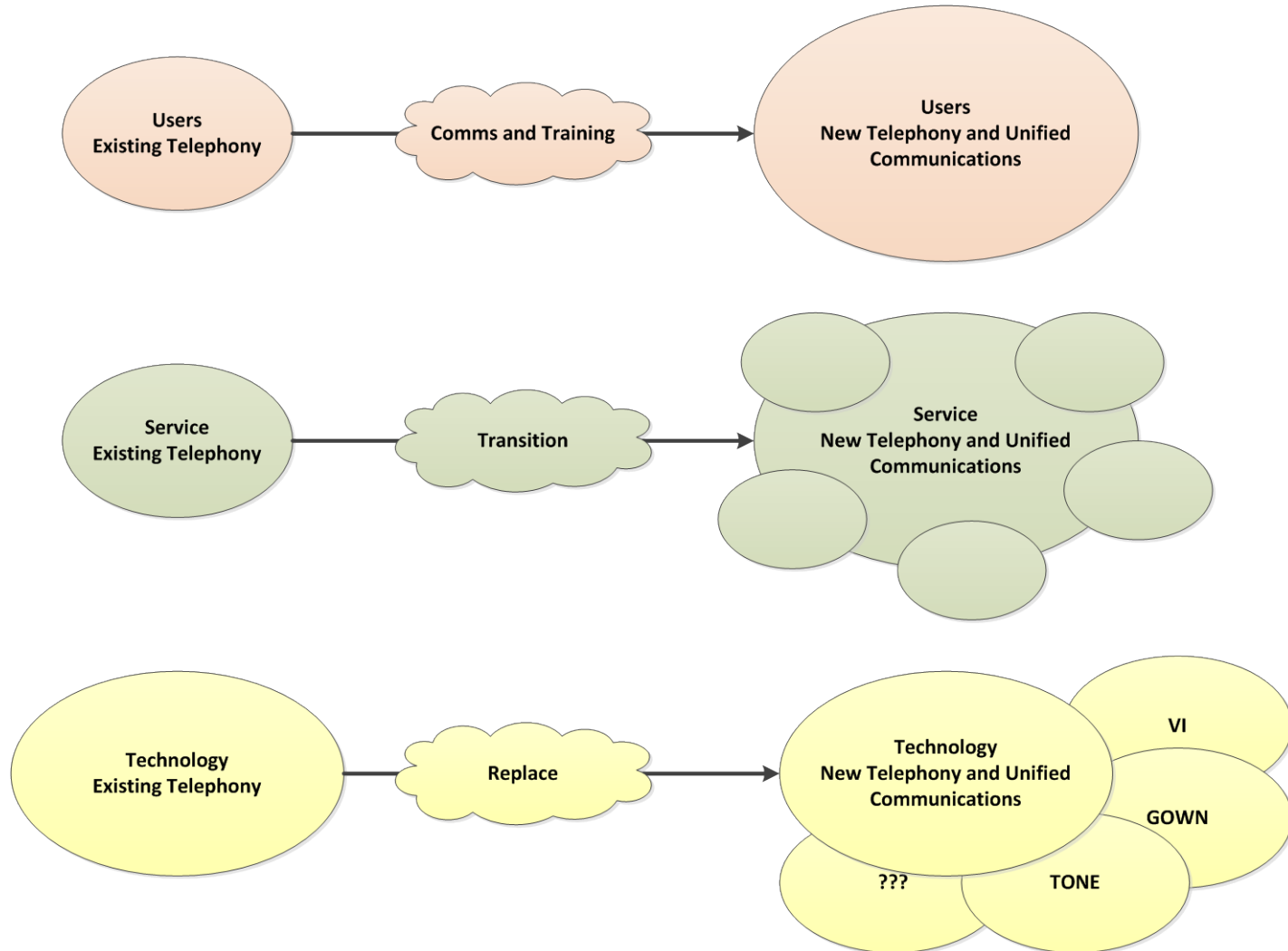
Customisation

- Custom Development (CUD)
 - Directory Synchronisation
 - Single Sign On
 - Password Management
- Nexus Integration
- Desktop Deployment Scripts
 - Windows
 - Mac
 - Linux

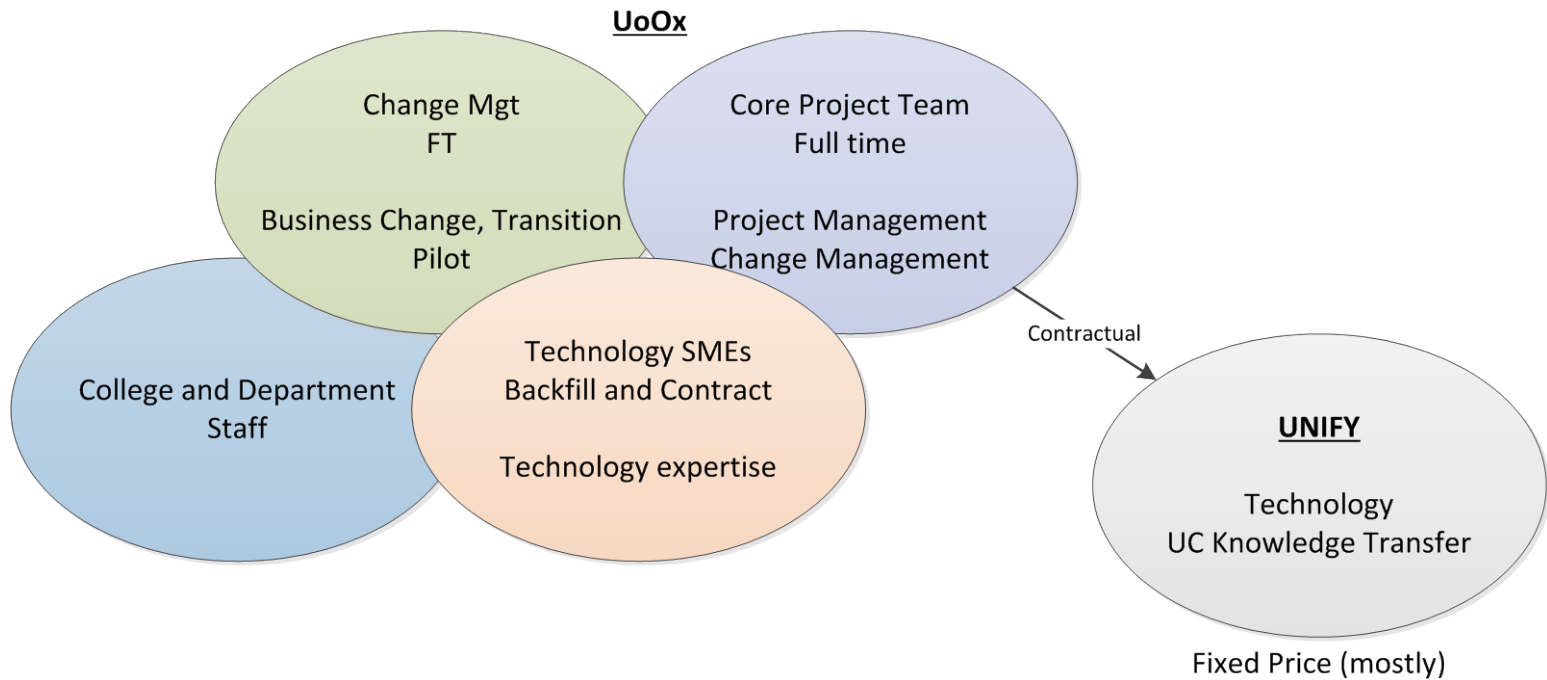
Service view



Change view



Resources



Business change – Roll out It affects everyone

- Users
 - Working processes will change - to varying degrees
- Local IT & Management
 - Local Support
 - Local infrastructure – changes in many cases
- Central support
 - Processes
 - Interlinked teams
 - Tools & Technology

Business change – Pilot

- Test the technology
- Test the processes/services
 - Joining
 - Running
- Evaluate the features
- Check readiness to go live





Chorus



- Why do I need to do this?
- Isn't that *your* job?

Web Resources

Website:

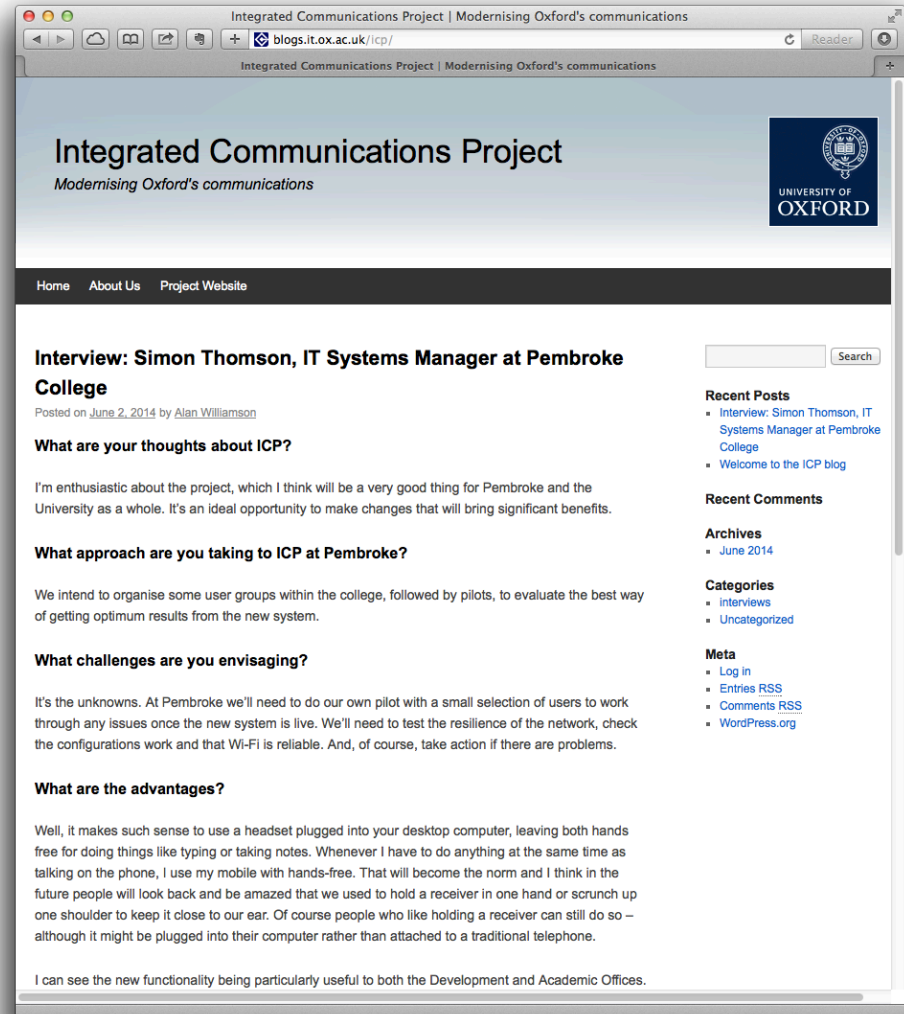
- Objectives and benefits
- What departments need to do
- FAQs

Blog:

- Latest news, events, interviews

<http://projects.it.ox.ac.uk/icp/>

<http://blogs.it.ox.ac.uk/icp/>



Resources

- Workshops and presentations
(N.B. You are already at one)
- Information packs for stakeholder groups
- Video
- Ask the team!

What you can do for us

- Direct questions to icp@it.ox.ac.uk or the website
- Feedback: sign up for the user group!
- Let us know if you feel out of the loop
- All of this applies to TONE as well as ICP

Integrated Communications Project



Voice



Make calls from a desk phone, your desktop or laptop with a handset or headset

Video Calling



Make a video call with a webcam, as easily as you can make a voice call

Instant Messaging



Secure and easy text messages, even while on another call

Online Presence



See who is available at a glance, and let colleagues know when you are busy or out of the office

Collaboration



Share your screen and collaborate on work with someone in a different office

On The Go



Make and receive calls on laptops, tablets and phones - anywhere with wireless connectivity

