

The Telephone System

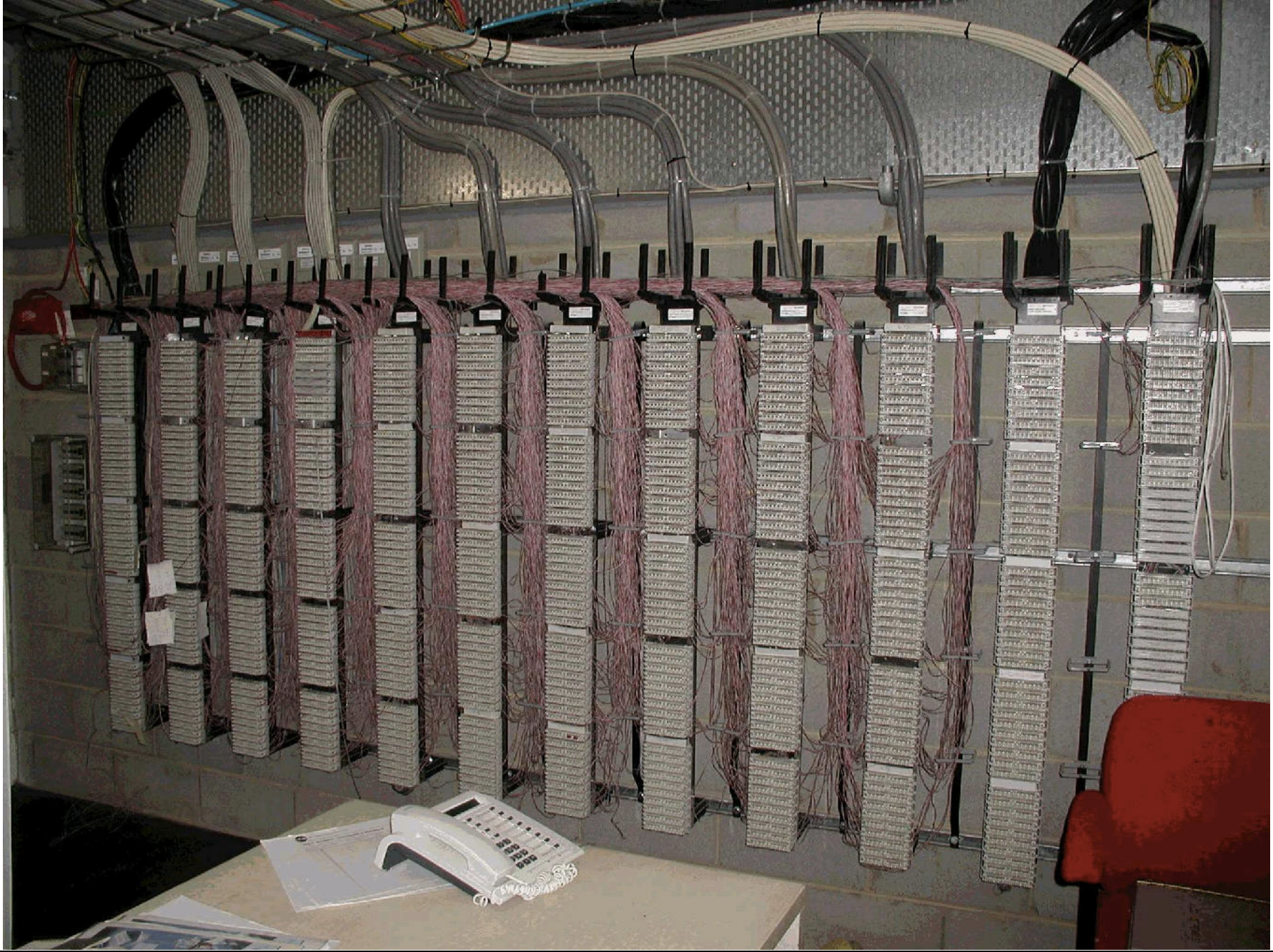
BACKGROUND AND CURRENT STATUS

Purpose

- Following up on Trustee Barsema's request for background on telephony
- Briefing to include
 - Background
 - Current state
 - Upcoming decisions







Background

- Phone system has had issues
- 2013 – lightning strike caused multi-day total loss of dial tone
- 2016 – NIU had four telephone outages between April and September
 - Primarily power related
 - Now in a “permanent” state of leasing outside power conditioning equipment
- Voice mail manufacturer is out of business.
- We have an expensive contract for maintenance and support (\$230k/yr).

Current State

- Can't buy phone systems like this anymore.
- No funds set aside to pay for refresh equipment, phones, or cabling.
- 6600 phones in 2015.
- 4400 phones in 2017.
- Phones also include:
 - elevator phones, blue light phones, various alarm lines
 - people with multiple offices, conference rooms, work spaces, residential spaces

Current State

- Features in our current system are limited for those who are in call centers
 - Admissions
 - Foundation
 - CGS
 - Service Desk
 - Benefits
 - Collections
- These groups need scheduling, analytics, screen pops, operator saver, work from home capability, and much more.



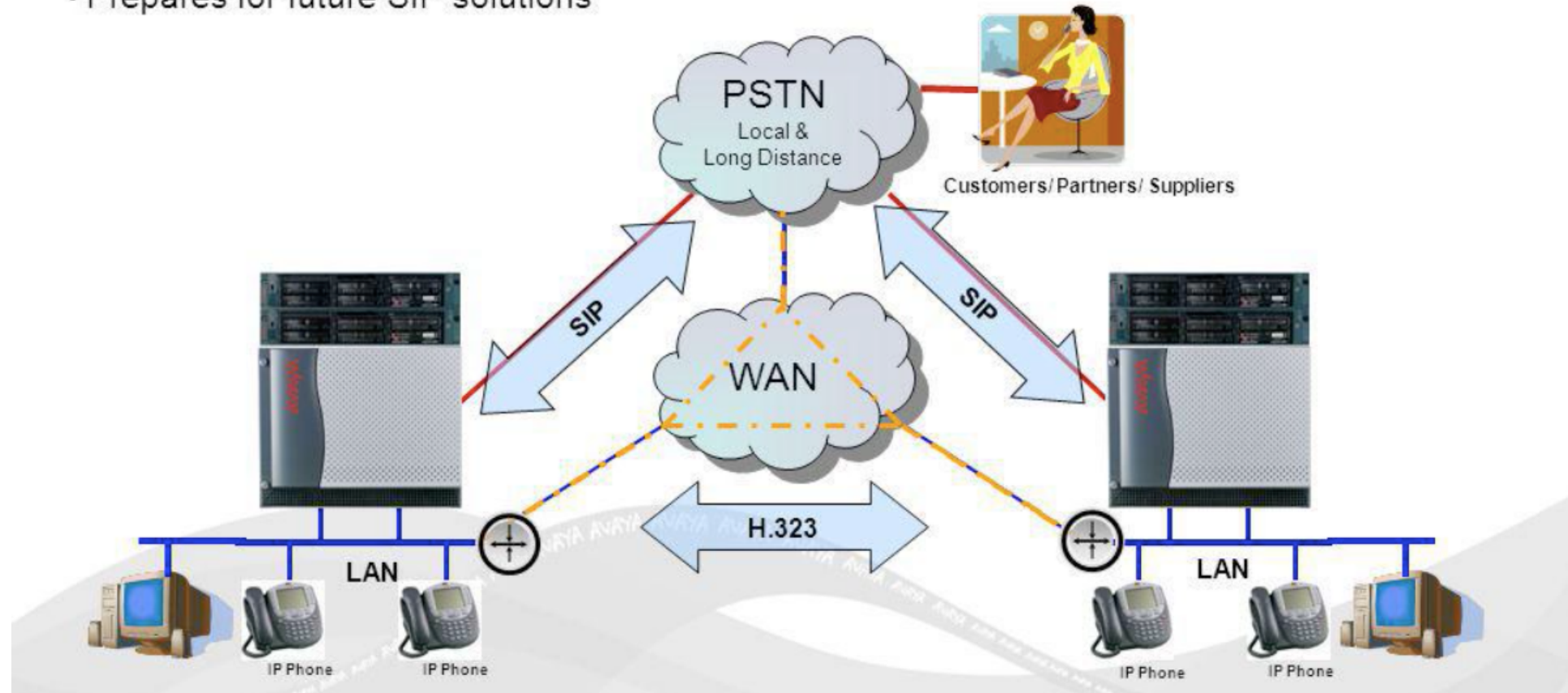
Current State

- IT Steering Committee looked at an early business case to replace SL100.
- Rejected due to cost circa 2015.
- DoIT was encouraged to find a way to upgrade for less.
- DoIT spent a year on planning and architecture then a year on an RFP
- RFP responses scored
- In technical demos with 7 vendors selling 4 major equipment brands

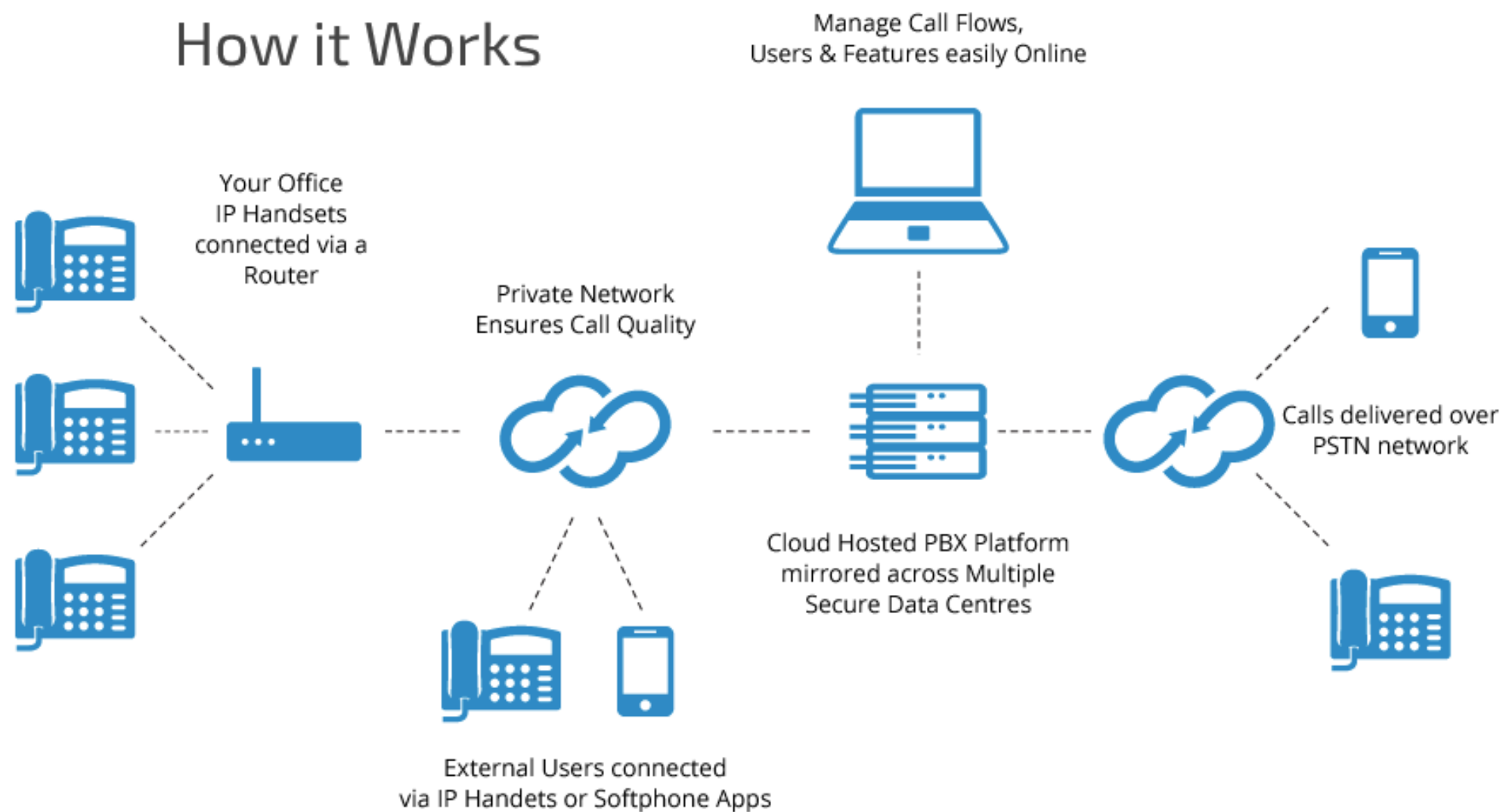
SIP Trunking

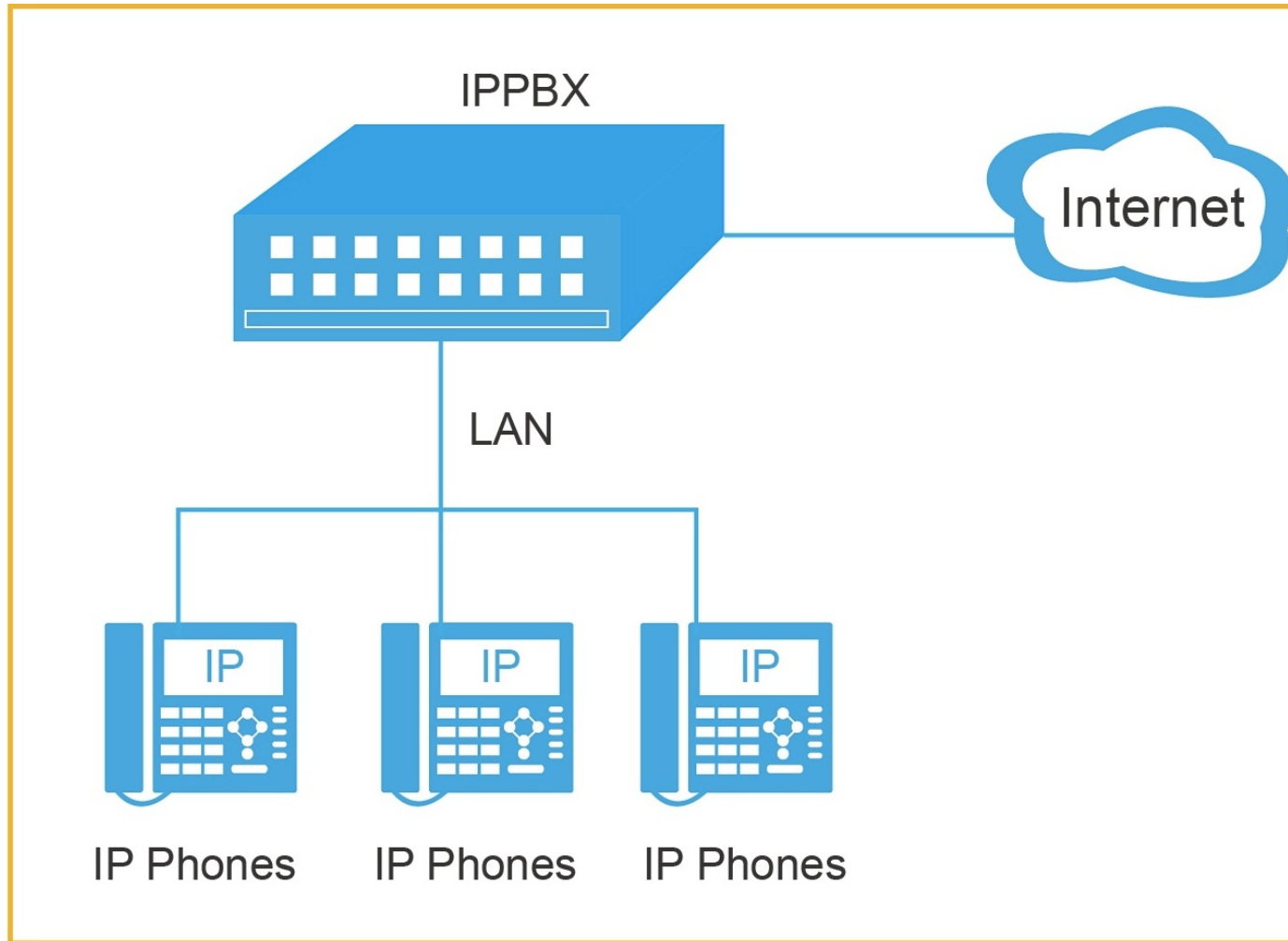
A Single Pipe to the Cloud

- Single IP link for voice/data
- Optimize use of WAN access by consolidating voice and data services
- Reduce PSTN interfaces for long-distance and local access
- Assign local telephone numbers to any 'virtual location,' independent of physical location
- Prepares for future SIP solutions



How it Works





Current State

- Yes, we expect to have visual voicemail.
- No, we don't need to buy all VOIP phones. We can keep analog phones.
- Yes, we can go to wireless (WiFi) phones.
- Yes, we can have soft phones.
- No, we don't have to change our phone numbers.

Upcoming Decisions

- Are any solutions feasible for NIU?
- Are the costs feasible?
- How many phones can NIU afford?
- How many IP phones should we buy?
- Should we only upgrade for “heavy” phone users?
- Decision path would include shared governance, IT Steering, and Cabinet and then ultimately a choice for the BOT to make in November/December.