

# ISC TELECOMMUNICATION SERVICES

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# ISC Telecommunications (PennNet Phone)

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## Service Update

### Summary

More than 2,100 Phones Deployed

Enhanced Multi-line services available – Bridged Line Appearance, Phones supporting up-to 20 lines

Centrex-Asterisk pilot voice mail program ended. Customers recommended to migrate to PennNet Phone

Expanding Support Model to include Telephone Support Providers

Trialing alternatives to simplify process for support providers to report trouble tickets; Remedy web service; reduce amount of information required to open a ticket.

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## Service Update

- Polycom 550 offered in place of traditional single and two line sets
- Wall-mount phones available for classrooms and laboratories
- Electronic signature for “Terms of Service” agreement no longer required by OGC <http://www.upenn.edu/computing/voice/general/basics.html>
- PennNet Phone headsets now stocked at the Computer Connection; [http://prowiki.isc.upenn.edu/wiki/PennNet\\_Phone\\_Polycom\\_Headsets](http://prowiki.isc.upenn.edu/wiki/PennNet_Phone_Polycom_Headsets)
- E911/511 Location Information provided to the Campus Police and Philadelphia PSAP for traditional and PennNet Phone services
- Lunchtime Learning – Supporting the PennNet Phone Service offered second Tuesday of every month <http://www.tts.isc.upenn.edu/oncampus.asp>



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## Order Management System

- Business Problem/Need
  - ▣ Currently LSP(s) and Telephone Coordinators provide order information via disjointed spreadsheets and multiple e-mails
- Business Vision/Goal
  - ▣ Web based application that guides users through the order process: automating the dispatch, close and bill tasks
- Benefits and Success Measures
  - ▣ Increase accuracy and completeness of entered orders
  - ▣ Stream-line communications regarding services requested
  - ▣ Monitor progress of order requested via web service
- Service Implementation
  - ▣ Summer - ISC back office staff and Project Managers
  - ▣ Fall - LSP(s) and Telephone Coordinators

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Supporting PennNet Phone

*Suggest Quarterly PennNet Phone SIG*

First meeting scheduled for Wednesday, 9/23 @ 1:00

## Proposed Agenda

- ❑ Operational update
- ❑ Known issues
- ❑ Roadmap discussion
- ❑ Useful “Tips”
- ❑ Solicit Customer feedback regarding service and installations
- ❑ Open questions

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## FY10 Service Roadmap



### Summer Program

Traditional M9316 and M9417 Sets retired.

Electronic Terms of Service discontinued by OGC

Rollout PennNet Phone Order Management System



### Fall Feature Release

Schedule features to turn on/off based on time-of-day/day-of-week.  
*Call Forward between 5:00pm and 8:30am.*



### Spring Feature Release

Increase number of sets supported in a Ring Group (limit is 4)

Provide Call Hunting capability to more than one telephone number (Phone A?->Phone B?->Phone C?)

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## Upgrading to PennNet Phone – The Process

### Activity

ISC surveys department with the LSP or Telephone Coordinator and prepares a list of those telephones to be upgraded to PennNet Phone

ISC Network Operations prepares the data network for new telephone service

ISC and the LSP or Telephone Coordinator agree on date for upgrade

ISC will provide LSP or Telephone Coordinator confirmation of customers and the date(s) scheduled for the upgrade

ISC will send documentation to the customers on how to use the new phone service (voice mail settings, quick reference cards, etc)

ISC will install new phones at least one day before scheduled upgrade. On the day of the upgrade, the traditional phone stops ringing; the PennNet Phone starts ringing)

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## Upgrade to PennNet Phone – What to Expect

### Summary

PennNet Phone's non-working status during power and network outages; Terms of Service Agreement

911 and 511 services remain the same between traditional and PennNet Phone services

6-8000 to access voice mail for PennNet Phone Services

Traditional phone (Octel) voice mail messages will not be migrated to PennNet Phone

Customer will need to record new voice mail greetings and create a new password

PennNet Phone trouble reports should be sent by your LSP to the ISC Provider Desk at <http://www.upenn.edu/computing/prodesk/>

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## PennNet Phone – Future Phases

The following customer groups will be scheduled at another time

Customers that need intercom (paging) services

*Planned for Spring/FY10* - Customers that need one number to appear on more than four phones

Customers with high call volume should consider our Call Center services

ISC will work with you to ensure that you select the service and features that best meet your communication needs.

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## *Interested in auditing your telephone lines?*

- Send a request to [service-requests@isc.upenn.edu](mailto:service-requests@isc.upenn.edu) asking for a review of your telephone lines that have not had any long distance calls placed from them for the past 12 months.
- The reviews should potentially result in reducing the number of telephone lines and voice mail boxes currently in use.
- Departments may use the review to identify lines for disconnect
  - ▣ Lines may be suspended for 2 weeks; disallowing telephone calls
  - ▣ Lines then are disconnected

# ISC PennNet Phone Service Information

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<http://www.upenn.edu/computing/voice/>

Reference	Web Site
Class of Service	<a href="http://www.upenn.edu/computing/voice/classoptions.html">http://www.upenn.edu/computing/voice/classoptions.html</a>
Emergency	<a href="http://www.upenn.edu/computing/voice/general/basics.html">http://www.upenn.edu/computing/voice/general/basics.html</a>
Ordering Services (215) 746-6000	<a href="http://www.upenn.edu/computing/voice/lsp/index.html">http://www.upenn.edu/computing/voice/lsp/index.html</a> <a href="http://www.upenn.edu/computing/isc/networking/">http://www.upenn.edu/computing/isc/networking/</a>
Rates	<a href="http://www.upenn.edu/computing/isc/networking/rates/voice/telephone.html">http://www.upenn.edu/computing/isc/networking/rates/voice/telephone.html</a>
Repairs (215) 573-4017	<a href="http://www.upenn.edu/computing/voice/help/repair.html">http://www.upenn.edu/computing/voice/help/repair.html</a>
User Guides	<a href="http://www.upenn.edu/computing/voice/help/guides.html">http://www.upenn.edu/computing/voice/help/guides.html</a>