

*Administer and support a standardized VoIP telecommunications service for UW institutions*

### DESCRIPTION OF THE SERVICE

UW-Shared Services will, in collaboration with UW-Whitewater, establish a standardized Voice Over IP (VoIP) telecommunications service for the UW institutions. UW-Shared Services will standardize the system architecture, identify the appropriate types of telephones, and standardize other aspects (e.g., Jabber, e911) of the VoIP system informed by guidance from UW System Administration and the institutional IT departments.

#### SOURCE OF THE SERVICE

Feedback from: Chief Information Officers/IT Directors and UW System Administration

This service will result in a unified VoIP system and directory for UW institutions. UW-Shared Services will be responsible for maintaining, monitoring, and updating the VoIP system and for offering support to institutions as problems and questions arise. UW-Shared Services will also be responsible for maintaining and communicating standards to the institutional IT departments on common management practices for their own environments within the system.

The institutional IT departments will be responsible for managing their own environments within the VoIP telecommunications system, including moving, adding, and changing telephones and call managers. It will be critical for institutions to continue to own and manage their own telephones in the VoIP system.

### FORMS OF THE SERVICE

#### ACTIONS



- On-Demand**  UW-Shared Services will respond to questions, support requests, and issues to ensure continuity of the VoIP systems across the comprehensive institutions.
- Ongoing**  UW-Shared Services will manage the tools and environment for the VoIP system and offer ongoing bridging services.
- Monitoring**  UW-Shared Services will monitor the performance of the VoIP servers and software to ensure the stability, continuity, and quality of service.

#### STANDARDS



- Practices**  UW-Shared Services will establish standards for the architecture, phones, management practices, and other components of the VoIP system.
- Trainings**  UW-Shared Services will provide support to institutional IT departments, but formal training for institutions on the VoIP system is not warranted.
- Systems**  UW-Shared Services will manage the VoIP infrastructure/software and maintain systems such as ticketing, workflow, and knowledge management.

#### SUPPORT



- Passive**  UW-Shared Services will provide information and guidance on the VoIP system to UW institutions through the Resource Center on its website.
- Distance**  Customers will be able to ask for support and guidance by calling or contacting the UW-Shared Services IT help desk.
- In-Person**  UW-Shared Services will provide VoIP services remotely after the initial implementation; institutions will provide on-site support.

**ANALYSIS**

BENEFITS	RISKS
<ul style="list-style-type: none"> <li>• Provides a unified phone system and directory for UW institutions</li> <li>• Reduces effort and cost for institutional IT departments to manage current telecommunications systems</li> <li>• Ensures institutions will own their own environments</li> <li>• Reduces security risk due to standardization</li> </ul>	<ul style="list-style-type: none"> <li>• Will necessitate additional cost at some institutions to switch to the new VoIP system</li> <li>• Could increase incident and issue response times based on distance</li> <li>• Some VoIP projects reveal 911 functionality problems</li> </ul>

**PARTICIPATION MODEL**

The *Telecommunications* service should be optional for any comprehensive institutions that need support in this area. While there would be benefits of achieving scale and reducing costs by implementing this platform across all institutions, there is less immediate need given the lower risk profile for the UW System from telecommunications, the limited cost reductions, and the lower complexity inherent in telecommunications systems.

RECOMMENDATION
<p><b>OPTIONAL PARTICIPATION</b> For any of the eleven comprehensive institutions in the UW System that elect or opt into this service</p>

Ultimately, UW institutions should be permitted to opt into this service when it is appropriate given the context and current state of their existing telecommunications systems. While there is systemic risk related to telecommunications, it is lower than in other IT areas – for example, the severity of impact if the telecommunications system is breached is lower than if some of the database systems with sensitive information were breached. Also, while there are some cost savings from transitioning to one single telecommunications system, the relative savings is lower than in other areas given that the institutions will still need to manage their own environments.

**FUNDING MODEL**

The *Telecommunications* service should be funded by an assessment fee charged to the institutions that opt in. The fee structure will be based on a per-line charge on a graduating scale based on the total number of lines. The billing cycle (monthly, quarterly, annually) is flexible and adaptable to institutional needs.

Since this service would be optional, it should be funded by the institutions that opt into the service. This service should not be base funded since it is not mandatory and there is not a strong case to incentivize participation. It should also not be managed through a transaction-based chargeback model as the administrative effort to monitor direct costs and effort to support individual institutions would be prohibitively high.

RECOMMENDATION	
<p><b>TRANSACTIONAL CHARGEBACKS</b></p>	<p><b>BASE FUNDING + CHARGEBACKS</b></p>
<p><b>CAMPUS ASSESSMENT</b> This service should be funded by campus assessment fees</p>	<p><b>BASE FUNDING</b></p>

Since institutions would still administer their own environments on the VoIP system, they would pay the standard assessment fees to gain access to the VoIP system and then manage their own costs of administering their environment and users. Funding this service through structured fees assessed to the institutions upfront should limit the administrative burden of managing the service and ensure the appropriate groups are charged for the service.