### Telephony Management

<table>
<thead>
<tr>
<th><strong>Service Name</strong></th>
<th>Telephony Management</th>
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<tr>
<td><strong>Description</strong></td>
<td>This service manages and maintains all infrastructure telephony assets such as desk phones, PBX, IP telephones, fax access, and long distance plans.</td>
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<td><strong>Eligibility</strong></td>
<td>All university departments</td>
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| **How to Request Service** | - Approved Work Requests  
- Escalated Incidents or problems from the IT Service Center |
| **Availability** | **Business Critical** - Availability target is 24X7X365 except for scheduled maintenance, holidays or acts of nature or dependent party outages, or seasonal services. System redundancy and Full On-call engineer support is available with 4 hour after-hours response target. Full Support Center Service request schedule is available.  
**Business Standard** - Service availability target is Monday- Friday 8:30 am. – 5:00 p.m. No on-call engineer support provided. Support Service is Next Business Day. Full Support Center Service request schedule is available. |
| **Charges** | Some phone services will be billed according to telephone services billing policy. |
| **Service Line** | Systems and Networks |
| **Features** | - Plan, install, configure and test telephone hardware, applications and systems software configurations to meet desired calling functions and features.  
- Provide adequate voice quality and dial tone availability.  
- Provide conferencing, and call management service configurations.  
- Provide voicemail services.  
- Process fulfillment requests for installation, moves, adds and changes to telephony equipment.  
- Configure telephony equipment for network access and perform testing to ensure equipment is operational and fit for purpose.  
- Decommission telephony hardware, applications and related systems software upon request.  
- Provide telephony requirements to support procurement activities.  
- Obtain and manage telephone numbers to meet business needs.  
- Maintain telephony assets in compliance with supporting 3rd party vendor and lease requirements.  
- Provide troubleshooting and technical support services for telephony hardware, software and networking components.  
- Implement capacity planning and tuning actions for telephony assets.  
- Coordinate and schedule telephony repair services with 3rd party vendors and validate that expected repairs achieve expected benefits.  
- Provide consulting and support services for monitoring and reporting requirements.  
- Manage and maintain definitive hardware stores for telephony spare parts and equipment. |
| **Owner** | Justin Hughes |
| **Pre-requisites** | - Power and operating environment for telephone equipment  
- Functional networking for IP phones  
- Local and long distance connectivity provided by contracted 3rd party access providers |
| **VP Customer** | Vice President of Finance and Administration |
| **Delivery Channels** | - Satisfied Work Requests  
- Consulting and support |
| **Service Targets** | - 99.999% availability outside scheduled outage  
- 95% of service calls responded within 8 business hours |