# Telephony Management

<table>
<thead>
<tr>
<th>Service Name</th>
<th>Telephony Management</th>
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<tbody>
<tr>
<td>Description</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>Eligibility</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 for Campus Services, Business Standard for individual line support |
| 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 |