# 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** - 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 |