

## **Cisco VoIP Project Status Update**

The scope of the project is to implement a voice-only solution for the UW Madison campus. Fax lines, elevator phones, and emergency blue light phones will continue to stay in Centrex until we identify a VoIP solution for these lines.

The official project website (<https://voip.it.wisc.edu/>) is available. We are directing campus users to the website for project information and divisional CIO/CFO equivalent or authorized agents can use the website to sign up for VoIP.

Cisco VoIP rollout for the early adopters phase will begin in April and conclude by mid-June. The DoIT Help Desk will be a part of the early adopters group and will be testing and providing feedback on the Cisco Call Center Express software.

We will be using AT&T's SIP trunk as our Internet telephony service provider. This will enable us to extend our VoIP telephony beyond our firewalls. Our AT&T SIP trunk turn up for the Walnut Street datacenter is complete and we ported 83 numbers from Centrex.

We have received all of the equipment from the first Cisco order for the campus infrastructure and the early adopters phase. The technical teams from CDW and UW-Madison are 90% complete configuring the campus infrastructure that will support all users.

During the month of March, the project team will be testing phones, dial patterns, and E911 configurations. Additional in March the DoIT Help Desk staff will receive Call Center training and network engineers will configure network switches and firewall rules.

The project team has developed a timeline for the early adopters that will begin in April and is working with those customers to understand their telephony needs. Once the early adopters phase is well under way, the project team will begin working on the timeline for the rest of campus taking into consideration and prioritizing departments and divisions that are under time constraints due to remodeling and renovation moves.

The ability of AT&T to port numbers in a timely manner is one of the projects biggest risks. However, to date the overall project is on track with estimated completion by June 2018.