Project Startup Report
Presented to the IT Committee February 7, 2023

Project Name: Telecom Modernization Project

Agency: University of North Dakota

Business Unit/Program Area: UND University IT

Project Sponsor: Madhavi Marasinghe

Project Manager: Djoana Wisner

Project Description

This project is aimed at supporting the UND modernization roadmap related to telephone solutions and entails several key objectives:

- Implementation of the new telephone solution and associated change management.
- Integration of existing system and applications to the new solution, and
- Process changes to impacted department/stakeholders and business process re-engineering

Moving the current phone system to a cloud-based solution involves two components:

- Unified Communication as a Service (UCaaS)
- Contact Center as a Service (CCaaS)

Upgrading the telecommunication system to a unified, public cloud-based communication system will allow the University of North Dakota to:

- Offer new features like text messaging, messaging system, call screening/blocking, call recording, desktop/mobile apps, etc.
- Improve existing functionalities such as voicemail, phone system (can offer soft phones), and audio/video meetings
- Offers smooth integration to other systems like integrating MS Teams with the new phone system.

These features will help to support the needs of the organization, especially in the world that we live post-pandemic. University IT (UIT) continues to provide better service by offering different channels to communicate and collaborate with every individual on campus (student, faculty, and staff).

This is a highly cross-functional project and includes both internal and external partners. The Project Team will conduct a brainstorming/storyboard activity prior to the kickoff that will help to identify gaps and solidify the project timeline.

Business Needs and Problems

With the modern technology available to customers, having limited offering discourages the customer from using the service which results in frustration and customer dissatisfaction. As a result, departments opt to terminate phone lines due to low usage or not seeing the value of keeping certain phone lines. This is shown as Telecom Department continues to operate at an annual loss of approximately $250,000.00.

Additionally, the current solution does not have the functionality to support texting or integrations with other collaborative solutions critical for business operations. UND also provides telephony services to Bismarck State College, Mayville University, and Minot University. UND will continue to provide the service after moving to the cloud solution.

The project aims to upgrade the current phone system by moving on the on-premise solution to the cloud which will allow the organization to create different communication channels to enhance collaboration efforts within the campus. The project will implement the following:

1. Move from the on-prem telephone solution to a cloud-based solution
2. Ability to provide current phone functions such as calling, faxing, and conference calls
3. Introduce new features such as text messaging and enhanced fax feature
4. Integrate telephone with Microsoft Teams, TeamDynamix, and other software
5. Provide softphones that can be accessed through computers and mobile phones
6. Advanced Call Center functionality

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Key Metrics		
Project Start Date	Project End Date	Original Baseline Budget
01/16/2023	06/30/2023	$1,200,859.81

Objectives	
Project Objectives	Measurement Description
To provide a new solution that meets the current needs of end users such as incoming/outgoing calls, fax capability, texting capability, receiving voicemail, and conferencing	• Monitor the usage by department or groupings identified and compare it with current usage to gather baseline data • Gather feedback from staff and faculty by releasing a survey to assess user experience from the first two months of using the new phone system • Monitor the number of support tickets generated related to the new phone system to identify common issues and develop a necessary action plan
Integrate systems and applications identified to be in scope by June 2023.	• Integrations to MS Teams and TeamDynamix are tested and implemented. After go-live, the project team will initiate a test to ensure integrations is working properly. • Ensure other integrations identified as in scope for the project for the project during project planning are working smoothly. QA and UAT Testing will be performed. A monitoring plan during deployment will be put in place. • Integrations discovered outside of planning will be reviewed with the Executive Steering Committee for approval. Change control will be put in place for every additional integration approved by the committee. Rejected integrations will be put into the backlog for items to be considered for future release/enhancement.

Cost/Benefit Analysis
The following will be used as budgeting guidelines for the project implementation: • The total funds available for the project are estimated to be: $1,200,859.81 • The contingency fund outside of the estimated project cost is $98,800. The project benefits are: • Enhanced user experience • Integrated tools providing smoother collaboration to end user

Key Constraints or Risks

The project has the following constraints:
 	
• The project must be completed by June 30, 2023 to avoid renewing the current contract and maintaining two systems.
 	
• Cost, schedule, scope, and quality are often in conflict during projects. The sponsor elected to prioritize as follows:
 	
  1. Quality
  2. Schedule
  3. Scope
  4. Cost

3/1/2023