

# Project Startup Report

**Project Name:** NDSU and NDSCS Zoom Voice Project

**Agency:** North Dakota State University

**Business Unit/Program Area:** Information Technology Department

**Project Sponsor:** Marc Wallman

**Project Manager:** Jason Blosser

## Project Description

This initiative will replace NDSU's legacy voice system (Avaya) with Zoom voice cloud services for use by NDSU and NDSCS. The end product will move all possible voice-related functions to cloud services while integrating some on-premises functions such as life safety telephony. The project also includes replacing legacy call center tools with contact and virtual center advanced feature functionality.

## Business Needs and Problems

1. Ability of NDSU constituents to communicate effectively, both on-campus and off-campus, using the public switched telephone network (PSTN). This will be achieved by implementing a cloud-based PBX utilizing advanced computer and mobile applications, and where applicable, hard telephone sets. Training and ongoing support for end users is a key component to fulfill this business need.
2. Provide important life safety functions including e911 location services for NDSU telephony as well as unique life safety requirements such as emergency telephones and SOS buttons. This will be implemented through nomadic location services as well as advanced telecommunication gateway technology. Training of the University Police and Safety Office (UP&SO) is also important to the success of this business need.
3. Provide advanced call routing and call center functions such as auto attendant and contact center services that allow NDSU and NDSCS front line offices to effectively serve their constituents. The project will include implementation of advanced cloud PBX functions and contact center module(s). The project also includes providing front line offices and the UP&SO with the resources, training, and support needed for success.

## Key Metrics

Project Start Date	Project End Date	Original Baseline Budget
10/30/23	10/31/24	\$699k

## Objectives

Project Objectives	Measurement Description
To provide a new solution that meets the current telecommunications needs of end users such as incoming/outgoing calls, receiving voice mail, conferencing, fax capability, as well as advanced feature functionality such as contact center services.	<ul style="list-style-type: none"> <li>- Monitor the quality of calls being processed by the new phone system and maintain an average MOS score of 3.5 or higher in at least 95% of calls. A perfect score is 5.0 and 3.5 or higher is considered a "good quality" call in the industry.</li> <li>- Gather feedback from staff and faculty using a survey to assess their experience using the new phone system once the project is substantially complete (all departments are fully using the system). Target is at least 85% acceptable or better responses from participants.</li> </ul>

# Project Startup Report

	<ul style="list-style-type: none"> <li>- Monitor the number of support tickets generated regarding the new phone system. Success is less than 5% of stations/users migrated to the system needing help desk support (e.g. 3,000 stations/users migrated would acceptably have up to 149 support tickets).</li> </ul>
Integrate systems and applications identified to be in scope.	<ul style="list-style-type: none"> <li>- Integration of Zoom Phone into NDSU's identity management system for automated provisioning and de-provisioning functions. Success is managing 95% or more of NDSU user-based phone system accounts.</li> <li>- Integration of Zoom Phone into NDSU's location services systems to automatically synchronize physical location objects with Zoom for effective e911 identification for on-campus, university network-connected calls. Success is managing 95% or more of NDSU's main and remote campus location objects automatically.</li> <li>- Integration of Zoom Phone into NDSU's IT billing system to appropriately charge departments for services such as international long-distance calls, setup services, etc. Success is billing 95% or more of departments for Zoom chargeable phone services using the API functionality from Zoom to PCR-360.</li> </ul>

## Cost/Benefit Analysis

### Costs

Category	Cost
People	<ul style="list-style-type: none"> <li>• Salaries of project staff</li> <li>• Contractors / outsourced parties</li> </ul>
Physical	<ul style="list-style-type: none"> <li>• Equipment and materials are included in the budget detail. Numbers are listed for both NDSU and NDSCS</li> </ul>

### Benefits

Category	Benefit
Financial	<ul style="list-style-type: none"> <li>• Reduction in operating costs</li> <li>• Better fit for the needs of the institutions</li> </ul>
Operational	<ul style="list-style-type: none"> <li>• Improved operational efficiency</li> <li>• Enhanced quality of product / service</li> <li>• Works more like the other IT services by NDSU</li> </ul>
Market	<ul style="list-style-type: none"> <li>• Additional competitive advantage. New features for contacting prospective students that will benefit Admissions</li> </ul>
Staff	<ul style="list-style-type: none"> <li>• NDSU employees and departments will be more satisfied with this service.</li> </ul>

## Key Constraints or Risks

The project has the following constraints:

- Implementation budget cap is \$750,000.

# Project Startup Report

- The implementation must be completed before March 2025 to ensure continuity of service.
- Identity management, billing, and e911 location integrations to be in place for early phases of cutover.
- Cost, schedule, scope, and quality are often in conflict during projects. The sponsor elected to prioritize as follows:
  1. Quality
  2. Scope
  3. Cost
  4. Schedule

Project risks are that the project plan assumptions will not be realized.