VoIP-IP TELEPHONY PROJECT

Team: We Do 'IT' Better

Project Manager: Anitha Nagaraju

Database Administrator: Anudeep Reddy Mallapu

Business Analyst: Rojina Thapa

Business Analyst: Rohith Sai Katari

Developer: Santosh Kumar Singanamala

Date: May 1st, 2018

INFORMATION TECHNOLOGY PROJECT MANAGEMENT

Table of Contents

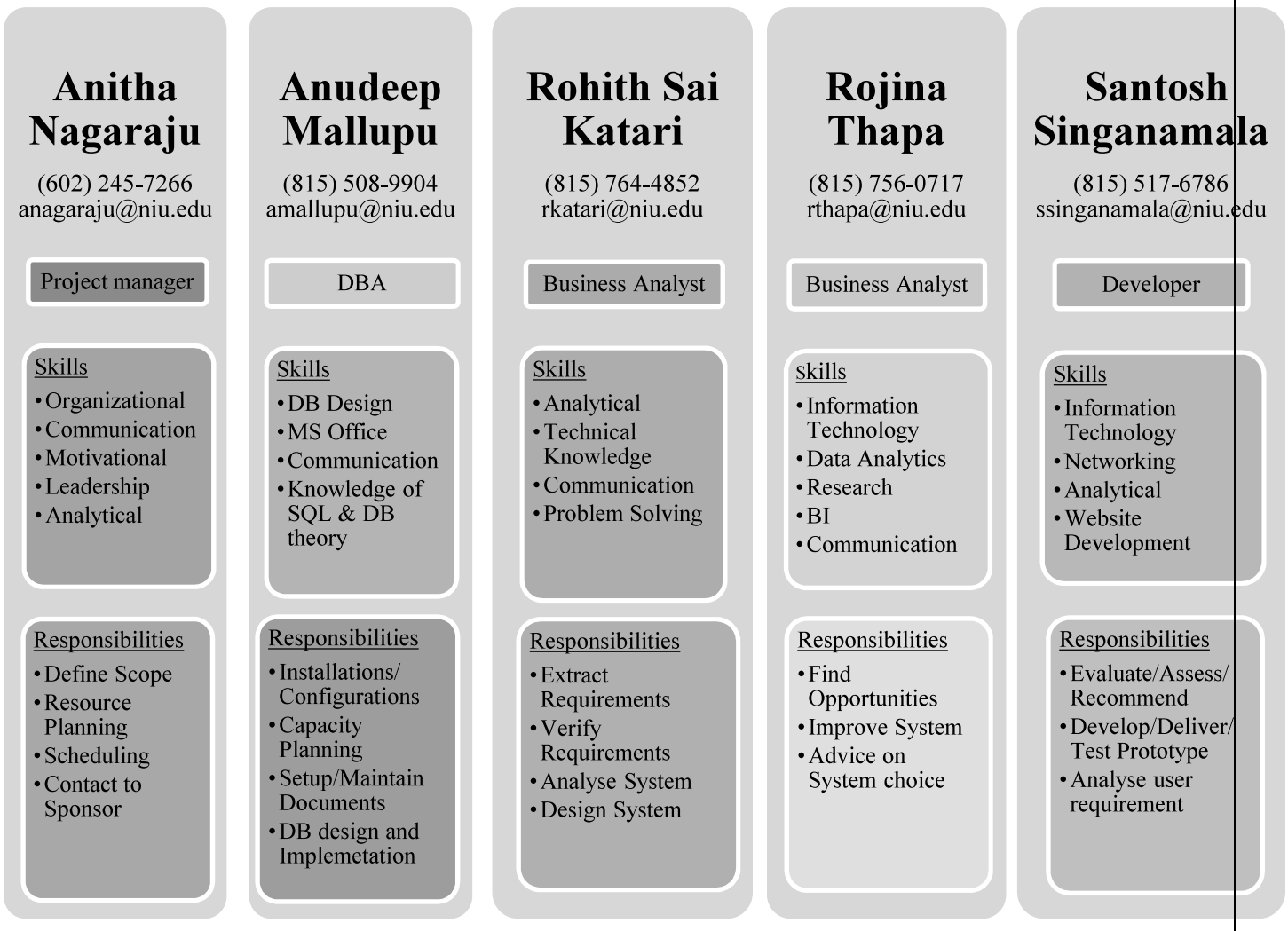
TEAM CHARTER

We designed this contract to aid our team in developing effective work ethics, procedures and strategies to minimize the possibility of miscommunication and probable struggles that may arise during the VoIP Telephony project that is to be implemented. So, as to guarantee understanding among the team, each teach member should partake in the content of the charter. The below signatures affirm to the acknowledgement of each member to the statements mentioned on the charter.

Team Project: VoIP- IP Telephony

Team Name: We Do “IT” Better

Team Members Information:



Team Mission

Going beyond the expectations of the customer is the main team's motto. Our team is dedicated to completing the VoIP-IP Telephony project on time along with the add-on values to the new system for customer satisfaction.

Meeting Times

In the case of any immediate deliverables or due dates, our team had agreed to meet once a week on the early hours of Monday. We also plan on using various communication applications to stay in contact in case on major deadlines.

Below are the meeting dates and times:

- ✓ Monday at 4:00 p.m. at Barsema Hall
- ✓ Wednesday at 12:00 p.m. at Barsema Hall

Communication Tools

In order to efficiently and effectively achieve the set goal, we as a team will incorporate various communication methodologies which include but are not limited to the use of multiple applications such as **Whatsapp, Skype, Onedrive,** and **TeamViewer**. These will be used to serve the purpose of sharing ideas and immediate contact will be through the personal phones numbers which have been mentioned in this charter.

Team Expectations

Competence is expected from each team member while working towards the completion of project. Each member will have an opportunity to come up with new ideas, defend their ideas freely and the final decision will be made based on all members' votes either electronically or in person.

Effective communication between the team members is the must. Team members are expected to respect each other's suggestions and ideas. They are expected to be punctual for team meetings and for presentation. In case any team member cannot attend the meeting, he/she will have to inform the team 1 day prior to the team meeting by using any quick communication tool.

All team members are expected to participate actively in the project. They should be clear about their roles and responsibilities, and work on the project accordingly. Team members are expected not to share their project files with other individuals not involved in the project.

Team Responsibilities:

All team members should make sure that deliverables are completed in time and all deadlines are met. Professional etiquette is expected from members with a goal driven attitude. In addition, team members are encouraged to bring up new initiative plans and are expected to maintain an open line of communication. All team members must be available before the deliverables.

Conflict Resolution:

Communication Issues:

- ✓ Any team member not available for team meeting must inform in prior to all team members. In case of PM's absence, PM must take responsibility of nominating one of the team member as a standby PM.
- ✓ All team members absent for meetings must provide a valid reason for absence.
- ✓ Team members must prior inform to team about any delay in deliverables.

Performance Issues:

- ✓ In case of an act of underperformance by any team member, who isn't performing and working to meet the expectations of the deliverable by the team, will be given a single warning to resolve the issue and produce assigned to him/her, was given two warnings to resolve the issue and

produce the desired work. In case of failure, this would be brought to the higher notice and may also be impacted in team peer ratings.

Personal Issues:

- ✓ Be professional and aware of different individuals while working together, on the off chance that anybody has any issues, open communication helps to resolve the issues. Try not to give your own emotions a chance to cloud the judgment and prevent the progress of Project. Clear communication is a key, in case of other issues, the member is advised to take suggestions from the Professor.

Team Evaluation Methods:

Our team has decided to evaluate each other's performance on based on mainly on following points:

- ✓ Active participation in team meetings
- ✓ Quality of deliverable
- ✓ Level of responsibility
- ✓ Innovations proposed

BUSINESS CASE

INTRODUCTION

All projects that require more than 1,000-person hours of effort OR have an estimated budget greater than $25,000 must begin with a business case. This document is not the final description of customer requirements nor the final budget quote. A business case is a high-level description that aids governance bodies, advisory councils, and/or DoIT leadership in approving and prioritizing work.

PROJECT

Project Name:	VoIP- IP Telephony
Prepared By:	Anitha Nagaraju
Date Submitted:	February 13th, 2017
Customers Affected:	All University X's Faculty, staff, students, alumni, parents, clients, vendors, business administration in financial aid department, the service desk, alumni association, academic colleges departments, admission department. Basically, anyone using telephony to communicate with University X.

BUSINESS CASE SCORE

Authors:	N/A
Governance Committee:	N/A

OVERVIEW

DESCRIPTION

The current telephone system at University X is a conventional one that has been around since the 19th century which has a dedicated amount of numbers which can be used around campus. There is a need to replace this system at some point in the future. Given that the number of phones which were earlier available have now decreased; the result of this project is to establish an IP based phone system which can be used across the campus in an effective and efficient way. We are developing an IP phone system which would reduce the cost from $150 per device/month to $30 per device/month for the devices that are not critical. This includes identifying the number of calls that are being made per telephone prior to replacing it with a IP based phone to avoid end-user resistance. The overall business goal is to reduce the amount of money that is spent using and maintain the phone system by replacing the conventional telephone system with IP phones.

JUSTIFICATION

In order to justify 75% of the phones that are not being used at a daily high rate around campus, we are developing an IP phone system which would reduce the cost by 20% for the devices that are not critical. This will in -turn enable multiple channels to be carried over the same network, hence reducing the number of channels used. VoIP offers cheaper calls especially in long distance calls as well as opening many opportunities in service such as portability, integration with other applications, rich media service, no geographical restrictions and rich features. We aim to provide a more reliable and cost-effective solution to the existing phone system in University X.

GOALS & OBJECTIVES

1. Rightsizing the number of phones in the University based on their usage.
2. Reducing the cost spent on telephone usage and maintenance.
3. To provide a more cost-effective and resilient communications solution.
4. Giving the University a more secure and effective way to make and receive calls.

ORGANIZATIONAL CHANGE MANAGEMENT (OCM)

List the departments/users that will be affected with this change. Describe briefly how this change will affect these departments/Users

Identification	Description
Human Resource Department	Employees might resist the change. It might create conflict among the employees. So, HRM department will be responsible for managing it. In addition to that, new system might require new employees with new skills. It is the responsible of HRM department to recruit the required employees.
Safety/Police Department	VoIP may not be able to able to transmit to the safety department the caller's location and phone number to their applications.
IT department	It will be responsible for maintaining the new system. So, it must provide technical training to the end users along with internal maintenance and support if needed.
Finance Department	It is the one responsible for financing the project, they might have to allocate a separate budget for the functioning of the VoIP Project which may draw the funding away from existing projects.
Employees	This includes but is not limited to the staff, admins, and employees of University X who use the current phones and will have to move to the new IP phone system. They will need to adapt to the new features that it supports such as extensions and pre-dialed numbers.
Alumni Association	A lot of alumni tend to call over the phone to make donations, this new project may create new features that they are not aware of; which deviate from the traditional method of calling University X.
Admissions Department	It might change the way that the admission departments handle incoming calls from international students.
Service Desk	The service desk is always busy, and will be receiving calls 24/7 which may cause extra traffic over the channels being used for VoIP.
Academic College Departments	The volume of calls that a department get per phone line may increase which might affect their productivity to respond to either students/parents/faculty.

PERFORMANCE MEASURES

Key Process/Service	Performance Measures
Cost	The main objective of this project is cost reduction. So, the extent to which cost has been reduced determines its success.
Voice Quality	In VoIP, the signals travel through the internet. So, the voice quality will be one of the measures of project.
Utilization of Service	The extent to which the users have been utilizing the new system determines its success.
Reliability	The extent to which communication can be provided at any location across the university at any point of time using VoIP phones.
Data Privacy	The extent to which the customers', employees' and organizations' data has been protected and not used for other purposes.
Information Security	Anything that is on the internet is vulnerable. So, the level security of the information is one performance measure.

AFFECTED SERVICES

What IT services will this project affect? If the project is to implement or replace an application, list which services the application may fall under. If the project is to implement a new service, identify a potential name and service owner.

Service	How Affected
Security Services/ Firewalls	Since the communication will be through internet, it affects the security services.
University's Network	VoIP affects the University X' network as it's all about communication within the university and outside the university.
Wi-Fi Service	Using VoIP with Wi-Fi along with the existing network may cost more than just using either one of the two.
Faxing Services	There might be issues with compressing the data that needs to be faxed, because data is usually better when it is not compressed.
Existing employee remote phone services.	Using VoIP in phone calls is a bit similar to normal calls, but here calls are made through the internet and not a phone connection, so there needs to be a package in place to use the service.

DELIVERABLES

At a high level, describe the products, processes, or services this project will produce.

1. Delivering an efficient VoIP system that can be used in an effective and efficient way by the users.
2. Upgrading the cabling system to a new wireless system, and using the existing copper cables where necessary.
3. Providing software application support for the new system.
4. Buying and installation of a new telecommunication equipment that is needed to support the new system.
5. Testing the phone services and their connection through the internet before actual usage of the new system.
6. Creating and updating the internal database to reflect the data needed for the new VoIP phone system.
7. Updating the floor level infrastructure plans and implementing wiring accordingly.
8. Listing all the phones that need to be removed from their locations and removing them.
9. Developing Remote telecommunication best practices so that they can be used in future scenarios.
10. Training all the users that will be affected by the new phone system.
11. Developing a neatly planned deployment strategy so that the new phone system is executed efficiently.

ASSUMPTIONS

List the assumptions regarding products/services affected by the proposal. Assumptions are believed to be true (70-80% accuracy) and the project will be managed accordingly.

1. IT technical training will be needed to install the new IP phone system.
2. Faculty and staff training is needed for end-user to efficiently use the new system.
3. A constant power supply back-up is needed to keep the telephones running in case of a power outage. (especially for services such as 911)
4. The existing fiber optics cables can be used for the new system and the older copper wires will no longer be needed.
5. Net neutrality may be an issue in how much the University spends on the ensuring high speed for VoIP calls.

CONSTRAINTS

List the limitations or constraints regarding products/services affected by the proposal. Constraints are absolutely true (100% accuracy) and cannot be changed by the project. They generally concern technology, budget issues, schedule, or business processes.

1. There will be a need for uninterruptable power supply since IP phones are based on networks.
2. The end-user will resistant to using the new system as they are accustomed to the traditional method.
3. There will be a need for a higher budget for telephone equipment, building infrastructure improvements and network electronics.
4. High budget requirement for the purchase of equipment, building infrastructure improvements and network electronics.

DURATION

We estimate that a project will take approximately 1.8 years to complete.

RESOURCE REQUIREMENTS

Estimate (plus/minus 50%) the level of effort.

Roles for Project Time & Maintenance	IT Hours	Non-IT Hours	Total
Project Manager	50	0	50
Business Analysts	250	0	300
Database Administration	100	0	100
Identity Management	200	0	200
Network Engineers / Architects	350	0	350
Service Managers	50	0	50
Software Developers	200	0	200
System Administration	200	0	200
Total	**1400**	**0**	**1400**

FINANCIALS

EXPECTED FUNDING

Funding has already been secured by the university prior to business case. Already purchased and RFP went out.

ALTERNATIVES

Describe alternative options, including the option of not implementing the project at all and at least one alternative. State the reasons for not selecting each alternative.

Alternative Option	Reason for Not Selecting Alternative
Status Quo	Enhancing the old systems will be very costly and incur high maintenance.
Company owned mobile phones	Company owned mobile phones will result in additional resources in accounting department in monitoring usage of calls and data. There is also risk of loss or damage of the devices due to their mobility.
Outsourcing whole project to reputed third party.	Budget of the project will be very high and this is also not a realistic idea as we have our own IT team.
Paying incentives for employee owned mobile phones.	Company needs additional accounting and payroll resources to calculate every monthly usage. If we decide to go on a fixed budget per employee, they might not make additional call after the few initial calls assuming they might get charged for calls.

INITIAL RISK CONSIDERATION

Identify initial risks and rate them for their probability of occurring and their impact if they occur. Risks are things that may occur, and require active management to mitigate their impact. Risks can be negative threats or positive opportunities and should be crafted in an "If…. Then…" statement.

Description	**Probability** (High/Med/Low)	**Impact** (High/Med/Low)
If there isn't any back-up power in place, **then** there will be a high possibility of phone services going down during power outages.	Low	High
If the resource is not allocated fully, **then** there is a risk that resource might not be available all the time for this project.	High	Med
If there isn't a viable security infrastructure put in place, **then** the University may face various security threats such as call tampering, SPIT (Spamming Over Internet Telephony), etc.	Med	High
If there is a delay in procuring hardware or software, **then** the team will be waiting.	Low	High
If there is a low estimate provided by one of the team, **then** that whole budget of the project will go down resulting a loss and delay in the delivery of project.	Low	High
If there isn't any inhouse expertise to handle the new telephony technology, **then** there will be additional unexpected costs incurred.	Med	High
If there is no proper communication between interface teams, **then** there will be an unexpected delay in the delivery of project.	High	Med
If there is non-compatible hardware exchange, **then** there will be an extended delay in the procurement of compatible hardware.	Med	High

SIGNATURES

INPUT

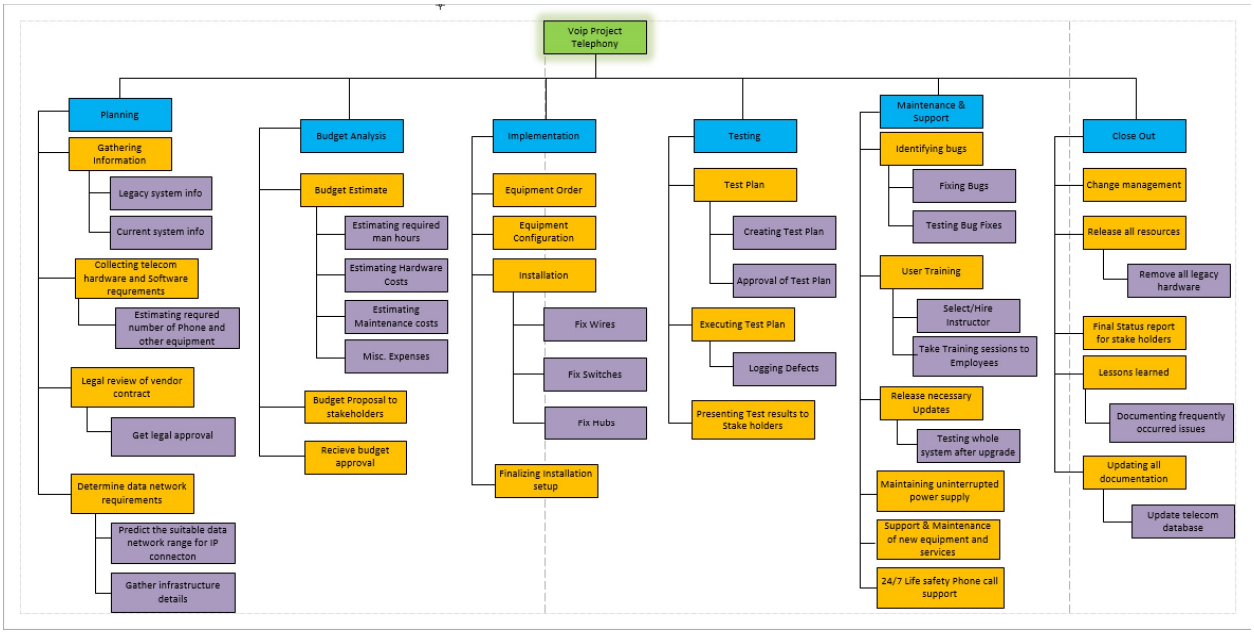
The following individuals provided input and/or a review of this Business Case:

- Anitha Nagaraju
- Anudeep Reddy Mallapu
- Rojina Thapa
- Rohith Sai Katari
- Santosh Kumar Singanamala

By signing the Business Case you agree with the preliminary estimates for duration, scope, anticipated costs, and the project analysis as described herein. All signatories to this agreement acknowledge that actual costs and duration will be different from the preliminary estimate.

Name	Signature	Date
Anitha Nagaraju	Anitha Nagaraju	2/13/2017
Anudeep Reddy Mallapu	Anudeep Reddy Mallapu	2/13/2017
Rojina Thapa	Rojina Thapa	2/13/2017
Rohith Sai Katari	Rohith Sai Katari	2/13/2017
Santosh Kumar Singanamala	Santosh Kumar Singanamala	2/13/2017

WORK BREAK DOWN STRUCTURE



SCOPE STATEMENT

Project Name:	Project Number:	Prepared by: (Project Manager)	Date:
VoIP Telephony	1111	Anitha Nagaraju	February 26th, 2018
Customer:	**Business Unit:**	**Contact Name:**	**Project Type:**
All X's faculty, staff and students	Telecommunication Technology	Anitha Nagaraju	☐Mini ☐ Standard ☒ Complex

Introduction	The Scope Statement provides a documented basis for the project scope. As the project progresses, the scope statement may be appended to reflect scope changes submitted through the Project Change Request process.

PROJECT OBJECTIVE/S	• To right size the number of phones in the University by 75% based on their usage. • To reduce the cost spent on telephone usage and maintenance by 600k. • To provide a more cost-effective and resilient communications solution. • To give the University a more secure and effective way to make and receive calls.

DETAILED PROJECT SCOPE	
IN SCOPE	OUT OF SCOPE
1. Purchasing hardware, software and other network infrastructure that are required to implement VoIP in the University. 2. Maintaining back-up power supply and UPS to support situations of power outage. 3. Maintain proper network connections to provide users with a non-interrupted service. 4. Addition of features such as conference calls and multi-site networking if required. 5. Training users on the usage of the new system to avoid user resistance after implementation. 6. Providing a cost -effective communication system that can decrease the costs spent on the current system. 7. Support and maintenance of new equipment and services. 8. 24/7 Life safety phone call support without interruption. 9. Ability to gain 100% user acceptance.	1. Fixed Fax Lines. 2. Elevator phones, due to no network connection. 3. Equipment specific to all departments. 4. Support of legacy software. 5. Old headset support. 6. Encrypting voice data that is sent over calls. 7. Video calls over VoIP systems.

CLIENT ACCEPTANCE CRITERIA	• Users are satisfied with the new VoIP implementation and increase in productivity. • Less than 10% user resistance after implementation. • User adaptability measured in terms of how fast the users can start using the systems without any confusion. • Less than 1% interruption a year during user usage of new service.

COST CONSTRAINTS	• Hardware implementation budget cannot exceed 55% of original budget. • Extra money needs to be spent on technical and technological trainings and cannot exceed 15% of the original budget. • Nonidentification of indirect and sunk costs. • Inefficient use of reserves.
COST SUCCESS CRITERIA	• Project is completed within budget or close to budget in comparison to the baseline plan. • Following the defined Critical Path without any extra expenditures above 10k-15k • Not having over-allocated resources.
PROCUREMENT CONSTRAINTS	• All procurement needs to be reviewed by legal and cannot exceed 2 weeks. • Contracts need to be signed and reviewed by the client and customer at least a week before implementation begins. • Cost negotiation needs to be approved before project implementation and cannot be changed mid-way. • Exceeding schedule due to delay in equipment delivery.
RESOURCE CONSTRAINTS	• High budget requirement for the purchase of equipment, building infrastructure improvements and network electronics. • Unavailability of critical resources. • Limited funding for additional resources. • Limited support resources.
SCHEDULE CONSTRAINTS	• Vendor will postpone implementation if they receive higher profit projects. • Schedule will be delayed by a few weeks due to unavailability of resources. • Project completion will pass the expected schedule because there is a need of user training for the new systems.
SCHEDULE SUCCESS CRITERIA	• Implementation will be completed as per the Baseline Schedule. • Developing an efficient rolling wave as the master schedule. • Availability of critical resource on time. • Defining accurate slack/float times for activities in the critical path. • Fast tracking for optimal time usage.
SECURITY IMPACT / NEEDS	• Since VoIP includes communication through the network, University must implement new security plans as data become vulnerable. • Handling data privacy issues. • Maintenance of proper security systems to protect data.
SERVICE VALIDATION / TESTING: TYPES OF TESTS	• User acceptance testing. • Integration testing • Black-box testing • POC testing
TECHNICAL CONSTRAINTS	• Uninterruptable power supply is needed since IP phones are based on networks. • New Hardware, Softwares and network infrastructures are required. • Technical expertise for training and new functioning. • Service down-time.

By approving the Scope Statement you are in agreement with the project scope as described herein.

STAKEHOLDER	NAME	SIGNATURE	DATE
PROJECT SPONSOR	Matt Parks	*Matt Parks*	2-26-2018
EXECUTIVE SPONSOR	Brett Coryell	*Brett Coryell*	2-26-2018
PROJECT MANAGER	Anitha Nagaraju	*Anitha Nagaraju*	2-26-2018
DIRECTOR	Dennis L. Barsema	*Dennis L. Barsema*	2-26-2018
DIRECTOR	Robert T. Boey	*Robert T. Boey*	2-26-2018
TECHNICAL LEAD	Santosh Singanamala	*Santosh Singanamala*	2-26-2018

Risk Management Plan

Project Name: VOIP - IP Technology	Project Manager: Anitha Nagaraju

Probabili	Impact:	Priority Score = Probability Score x Impact Score
5 > 75%	5 = Critical	
4 > 50%	4 = Severe	High Priority Score (Red) - Response Plan required
3 > 25%	3 = Major	Medium Priority Score (Yellow) - Response Plan as needed
2 > 10%	2 = Moderate	Low Priority Score (Green) - Response Plan optional
1 > 0%	1 = Minor	

	Who	When	What			Who	What	When	How	Other
#	Who Identified	Date Identified	Risk Description	Probability	Impact	Priority Score	Owner	Response Type	Due Date	Response Plan	Comments/Status
1	Rojina	3/20/2018	IF the users resist the new system, THEN it will be difficult to gain user acceptance.	3	4	12	PM and the Project team	Mitigate	3/6/2018	Providing the Users with appropriate knowledge and training	
2	Anitha	3/20/2018	IF inappropriate vendor is selected, THEN the project needs cannot be met.	3	5	15	PM and the Project team	Avoid	3/6/2018	Assessing the needs of project, communicationg the needs of the project to the vendors and selecting the vendor who can meet the requirements.	
3	Anudeep	3/21/2018	IF the communication is done through the internet, THEN it might raise privacy issues among users.	2	3	6	PM and the Project team	Mitigate	3/6/2018	Implementing different security measures to secure the users information such as encryption of data, firewalls, etc.	
4	Rohith	3/20/2018	IF the cost exceeds the budget of project, THEN the project might need extra funding.	4	4	16	PM and the Project team	Avoid	3/2/2018	Proper estimation of budget.	Being over budget is going to affect the overall success of the project.
5	Santosh	3/20/2018	IF there is a risk of theft and vandalism, THEN user data might be compromised.	3	5	15	PM and the Project team	Transfer	12/14/2018	Insurance of all the equipments involved in VoIP system	
6	Anitha	3/21/2018	IF there is a loss of power, THEN the users wont be able to access the new system.	1	5	5	PM and the Project team	Mitigate	8/20/2019	Make sure that there is power backup so that VoIP service will not shut down.	This is a critical case in regard to emergency calls.

7	Anitha	3/21/2018	IF there is unavailaibility of the resources on time, THEN the task cannot be completed on time.	3	4	12	PM and the Project team	Avoid	12/4/2018	Identify the required resources and alternatives in case resources are not available	
8	Rojina	3/21/2018	IF adequate time is not allocated for risk management, THEN there is the possibility that PM and the Project team will miss to address the major risk.	2	4	8	PM and the Project team	Avoid	3/6/2018	Allocating enough time for the risk management	
9	Rojina	3/22/2018	IF there are sofware errors during installations, THEN there will be delay in implementation of new system.	3	5	15	PM and the Project team	Mitigate	12/14/2018	Ensuring that the softwares are compatible with the system and runs smoothly	
10	Santosh	3/21/2018	IF there are Hardware problems during implementation, THEN it will be difficult operate new system in the University.	3	5	15	PM and the Project team	Mitigate	9/17/2019	Making sure that appropriate configurations are in place along with hardware devices.	
11	Rohith	3/22/2018	IF there is change in technological advancement in the market, THEN the solution will be outdated by the time it is implemented.	3	4	12	PM and the Project team	Accept	4/30/2018	Continuous market analysis of current and relevant VoIP technology.	
12	Anudeep	3/25/2018	If there is failure to provide appropriate Stakeholder analysis, THEN the needs of critical stakeholders might not be addressed.	1	4	4	PM and the Project team	Avoid	3/6/2018	Identify an objective for each stakeholder and maintain a good relationship.	
13	Rojina	3/22/2018	IF Project Schedule is exceeded, THEN the project will not be completed on time.	3	4	12	PM and the Project team	Avoid	10/22/2019	Timely review of schedule with baseline plan to ensure that the project is not over schedule.	
14	Anitha	3/21/2016	IF the project does not have support from the employees, THEN the University might face the loss of critical Employees/Recources.	3	5	15	Human Resources	Mitigate	9/17/2019	Develop a fishbone structure to identify causes of an emloyee leaving the company.	Employees need to inform HR department as per resigning agreements.

15	Anitha	3/23/2018	If the network speed is slow, THEN the new system will have performance latency.	3	4	12	PM and the Project team	Mitigate	10/22/2019	Create appropriate performance metrics to ensure that performance is not compromised.	
16	Anudeep	3/22/2018	IF some hackers try to get into the system, THEN all the data that system has will be vulnerable.	3	4	12	PM and the Project team	Mitigate	1/2/2019	Ensure that the appropriate security measures and tools are being used.	

Stake Holder Analysis

Project Name:	Project Number:	Prepared by: (Project Manager)	Date:
VoIP – IP Telephony	7	Anitha Nagaraju	04/02/2018
Customer:	**Business Unit:**	**Contact Name:**	**Project Type:**
University X	Information Technology	Anitha Nagaraju	☐Mini ☒ Standard ☐ Complex

INTRODUCTION	The analysis identifies and assesses the importance of key people or groups which may significantly influence or be affected by this project.
LEGEND	ASSESSMENT OF STAKEHOLDER POWER: **A**: Extremely Powerful, **B**: Fairly Powerful, **C**: Not Very Powerful LEVEL OF STAKEHOLDER INTEREST: **A**: Extremely Interested, **B**: Fairly Interested, **C**: Not Very Interested

STAKEHOLDER	SPECIFIC INTEREST/S	LEVEL OF INTEREST	LEVEL OF POWER	STRATEGY TO RETAIN SUPPORT / REDUCE OPPOSITION	INFORMATION NEEDS	PRIMARY METHOD OF DELIVERY	TIMING OF DELIVERY
Executive Board	Cost reduction and increase the productivity and efficiency	A	A	Clarify purpose roles and expectations in advance, built strong relationships by consistent communication	The progress of the project, The budget, The technology needs	Face to Face Formal Presentation	When needed
CFO	Cost reduction and managing profitability.	A	A	Provide the budget analysis plan and how the project will result in cost reductions	Monthly status update	Face to face meetings or	Monthly
CIO	To lead and manage the project to achieve the MOV	A	A	Regular updates on project process so the CIO knows what is going in the project and the importance of the project	Monthly status update	Face to face meetings or Emails	Weekly
IT Steering Committee	Success of the project that they funded in that particular year	A	A	Coordinate and maintain report that showcase improvement in project implementation	Bi-Monthly status report	Physical Meeting	Whenever Required
Director of Infrastructure	Minimize the amount of resources that are spent on running the system	A	C	Making well informed decisions on the software, hardware and networks required	Technical Report, Working status report	Formal Meetings	By weekly

COMMUNICATION PLAN - WE DO 'IT' BETTER

Faculty	Being able to use a convenient and accessible communication system	C	C	Create personalized instruction manuals so that faculty don't feel so anxious about the new system	Instructional Documentation	Emails, Company newsletters	A couple of months prior the actual usage of the new system
Service Desk Manager	Improvements in the performance of the service desk manager	C	C	Assist with high traffic service calls especially right after the launch of new system	Status report	Emails or paper report	Bi-weekly after the implementation phase
Administrative Assistant	Retrieving, managing, updating and sharing information	B	C	Make them aware about the possible changes to the system prior to the implementation	Informational Documentation	Emails	One month prior to the implementation
Project Manager	Successfully complete the project on time within budget and scope	A	C	Providing challenging projects and incentives when the projects gets done before the schedule, within the budget and meet all the requirements	Updates on day to day project activities rom team members	Emails, stand ups/sync-ups	Daily
Students	Being able to easily communicate across the campus using the phone system	C	C	Conducting training session on the usage of the new VoIP system	Informational	Emails	After the implementation of new system

COMMUNICATION PLAN - WE DO 'IT' BETTER

Communication Plan

Project Name:	Project Number:	Prepared by: (Project Manager)	Date:
VoIP – IP Telephony	7	Anitha Nagaraju	04/02/2018
Customer:	**Business Unit:**	**Contact Name:**	**Project Type:**
University X	Information Technology	Anitha Nagaraju	☐Mini ☒ Standard ☐ Complex

INTRODUCTION	Identify people with an interest in the project, the communication needs, and the methods of communication used to disseminate the information.

STAKEHOLDERS	STAKEHOLDER ISSUES	MESSAGES TO COMMUNICATE	COMMUNICATION TYPE	DELIVERY METHOD	TIMING	DATE DELIVERED
Executive Board	Conflict when project is over budget or ROI is not met	The progress of the project, The budget, The technology needs	Budget Report	Face to Face Formal Presentation	When needed	Every three months
CFO	Cost control and project cannot exceed set budget	Ongoing costs and budget analysis, ROI.	Budget Report, Balance sheets	Presentation Formal Meetings	Monthly	Every other week.
CIO	Strict in aspects of time and budget	Monthly status update	Project Status Report	Face to face meetings or Emails	Weekly	4/15/18
IT Steering Committee	Lack of interest in the project by several committee members	Bi-Monthly status report	Project Status report	Physical Meeting	Whenever Required	4/15/18
Director of Infrastructure	May not be willing to provide the ongoing resources needed to run the project	Resources needed to support the system, Network software and hardware requirement need	Technical Report, Working status report	Formal Meetings	By weekly	5/1/18
Faculty	Resistance toward VoIP system as they are accustomed to the traditional one	Direction on usage, expected implementation completion date, changes that will take place to the phone system	Instructional Documentation	Emails, Company newsletters	A couple of months prior the actual usage of the new system	1/15/20
Service Desk Manager	Lack of awareness of the implementation of new system, frustration due to too many service calls from users post-implementation	Implementation, technical and infrastructural overview	Status report	Emails or paper report	Bi-weekly after the implementation phase	10/20/2019

Administrative Assistant	They might feel that they are undervalued when compared to the remaining staffs of the university	Usage of new software that is integrated with the new system, Direction on use of new databases and spreadsheet	Informational Documentation	Emails	One month prior to the implementation	10/20/2019
Vendors	Not receiving payments on time	Project related information and payment reports	Informative logs or Report	Emails	Whenever needed	11/26/2019
Students	Resistance to change in terms of convenience and usability when compared to the traditional system	Changes from new system to new system	Informational	Emails	After the implementation of new system	1/16/2020
Parents	Problem in communicating with the University as there will be extensions and voicemails	Voicemail changes	Voice mail	On communication with voicemail	N/A	When they interact with the new system
Alumni/Donors	Adaptability towards new system	Change in system	Informational	Emails	Post launch of new system	1/10/2020

PROJECT SUMMARY

Project Start Date:	**March 6th, 2018**
Project End Date:	**January 6th, 2019**
Project Sponsor:	**Brett Coryell**
Project Manager:	**Anitha Nagaraju**
Team Name:	**We Do 'IT' Better**

Project's MOV

The VoIP implementation at University X aims at reducing the existing costs that are spent on telecommunication by approximately 60%. This decision will make the VoIP telephony system better, faster, cheaper and more functional when compared to the traditional phone lines hence increasing overall user experience. The business value that is being added here is the decrease in expenditure.

How are we reducing costs?

Phone lines aren't needed:
VoIP can route calls over SIP Trunks, the savings is in the cost of the phone lines.

Reduced Infrastructure Costs:
VoIP uses the LAN and the Internet to connect the phone system to the phones, so the phones can be placed anywhere, moved and even be used at home or in remote offices.

Maintenance Cost Reductions:
With VoIP it is possible to reduce the cost of moving phones around. Users can simply unplug their phone from the LAN and move it anywhere they want to. When necessary a user can even take the phone home and still be connected as an extension with all the same features and extension number with little setup.

IT Help Desk and Tech support benefits:
The IT help desk and technical support rely broadly on telephone calls. Despite the fact the traditional system provides additional functionalities they are costly and each element is charged independently; professionals would need to design and put in new hardware to empower them,

however it is additionally financially savvy to include them as required and not a moment previously. This implies we don't need to pay for unused lines, highlights or limit on the off chance that they're not being utilized.

Project Handling

Managing and handling the project is a very crucial part in every project as the project's success depends on it. Managing the project starts from the very beginning phase of the project i.e. identifying the project's goals and objectives. We made sure that the project's goals and objectives were realistic and that they address the stakeholder's needs and expectations. We monitored the project's progress and kept the stakeholders informed about it. We kept track of project progress and revisited the project's scope to make sure that the project's activities are under the project's scope by continuously monitoring and controlling the project plan whenever there was a change in either scope, schedule or budget.
In addition to that we spent time on identifying the possible risks associated with the project and their respective risk levels and ways to respond to the risks in case they occurred. In case a risk occurred, our team revisited the project's schedule to make sure that the project activities are right on track and we have the resources available for the rest of the project. It helped us ensure that the resources are fully being utilized. Revisiting the resource forecast helped us keep the project budget on track. We reviewed the budget and schedule to make changes to it as per the project progress. This particular process and concentration of detail has aided us in the successful implementation of the project.

Project Expected Outcomes

We expect that our project will meet all the project's goals and objectives that were identified in the beginning of the project and satisfy the needs of the stakeholders. It will reduce the University's expenses and give the University a more secure and effective way to make and receive calls. However, there are other outcomes that we, being the project team expect.
The end users, who are supposed to the use the new system when implemented, will resist to use it. It will be difficult for the university to convince the end users to use the new system as they are used to the traditional system and they might not know how to use the new system. So, for that, University X will have to invest on training the users on how to use it.