

Phonebook user guide

Phonebook user guide

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1 Phonebook usage guide

1.1 Introduction

The main purpose of the site is to enable the management of the backend data for the outsourced telephony system.

To make the most effective use of the telephony system and improve its value to customers there is a need to overhaul some of the very basic data management structures that have operated at the School for a very long time, such as an accurate list of departments and sub-departments and the shortcomings of the student records management system when applied to staff accounts.

Whilst by no means the ideal place to tackle these problems, we have decided to try and provide a central source of departmental entries for staff and faculty alongside the data required for the telephony system.

Although the phonebook means an additional system to be used as part of the staff account lifecycle it does mean that we ensure a reliable and accurate data flow of who is in which department can be established, with a consistent naming scheme throughout.

Although the data flows are initially quite complex there will be opportunities to include additional data and streamline the processing.

1.2 Key stakeholders

The principle users of the phonebook website are IT support and infrastructure teams.

1.3 Usage within London Business School

The phonebook website will be used as part of the staff account lifecycle process to maintain an accurate record of staff member's department, location and telephone extension to be synchronised with external databases and directories and into the out-sourced telephony system.

1.4 Aim of this document

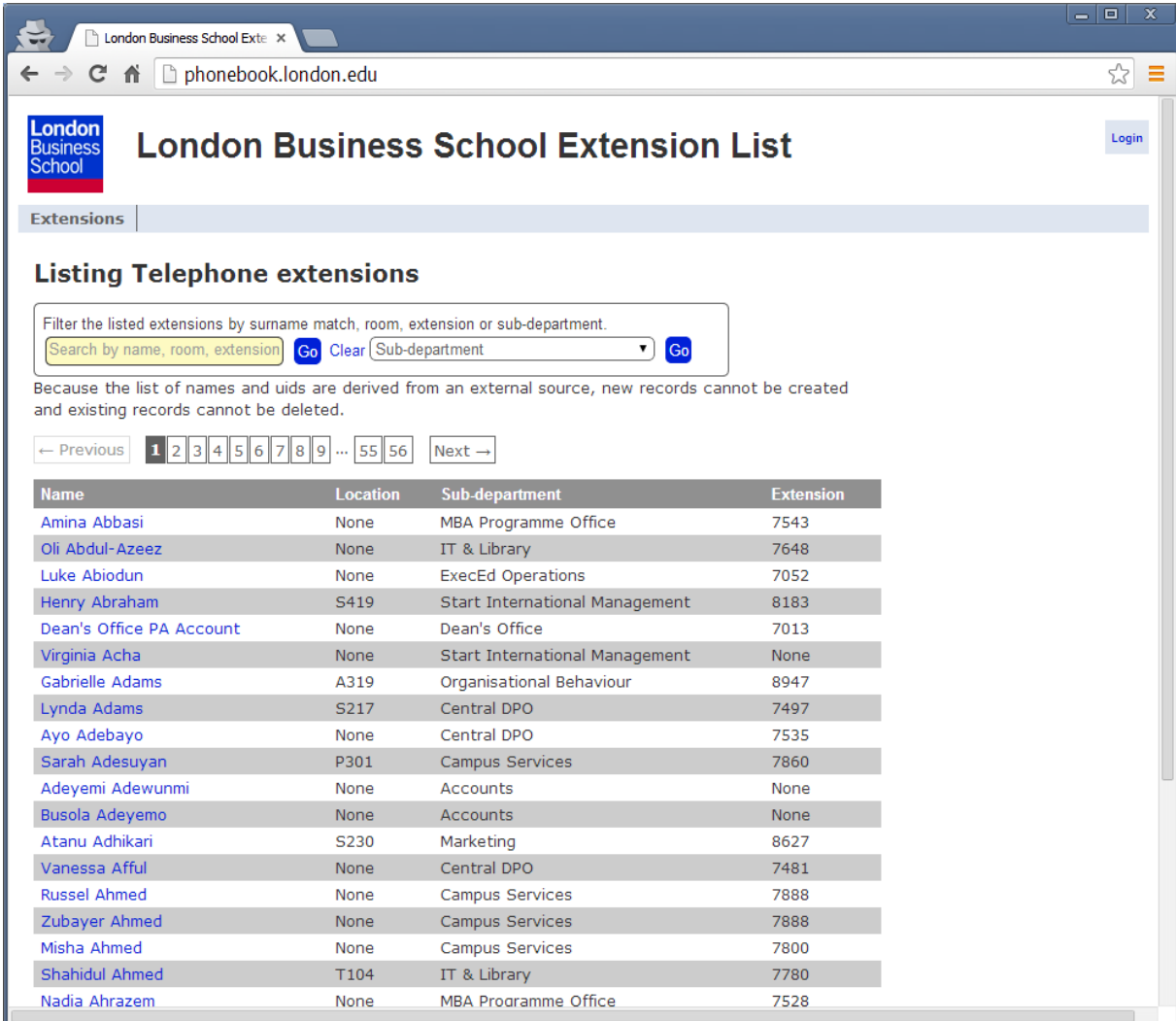
The aim of this document is to describe the IT support user operations to maintain the extension details.

This document does not cover the administration functions that are carried out by the infrastructure team.

2

Unauthenticated viewing

Although there is no real reason for normal users to access the phonebook site there is nothing to stop them viewing basic information with logging in.



The screenshot shows a web browser window with the address bar displaying 'phonebook.london.edu'. The page title is 'London Business School Extension List'. Below the title is a 'Login' button. The main content area is titled 'Listing Telephone extensions' and includes a search filter box with the text 'Filter the listed extensions by surname match, room, extension or sub-department.' and a search input field with a 'Go' button. Below the search box is a note: 'Because the list of names and uids are derived from an external source, new records cannot be created and existing records cannot be deleted.' Below this is a pagination bar with 'Previous' and 'Next' buttons and a series of numbered links from 1 to 56. The main content is a table with four columns: Name, Location, Sub-department, and Extension. The table lists 20 entries, each with a name, location, sub-department, and extension number.

Name	Location	Sub-department	Extension
Amina Abbasi	None	MBA Programme Office	7543
Oli Abdul-Azeez	None	IT & Library	7648
Luke Abiodun	None	ExecEd Operations	7052
Henry Abraham	S419	Start International Management	8183
Dean's Office PA Account	None	Dean's Office	7013
Virginia Acha	None	Start International Management	None
Gabrielle Adams	A319	Organisational Behaviour	8947
Lynda Adams	S217	Central DPO	7497
Ayo Adebayo	None	Central DPO	7535
Sarah Adesuyan	P301	Campus Services	7860
Adeyemi Adewunmi	None	Accounts	None
Busola Adeyemo	None	Accounts	None
Atanu Adhikari	S230	Marketing	8627
Vanessa Afful	None	Central DPO	7481
Russel Ahmed	None	Campus Services	7888
Zubayer Ahmed	None	Campus Services	7888
Misha Ahmed	None	Campus Services	7800
Shahidul Ahmed	T104	IT & Library	7780
Nadia Ahrazem	None	MBA Programme Office	7528

Clicking on any of the names in the left hand column will yield a popup window shown the details for that account,

Listing Telephone extensions

Filter the listed extensions by surname match

Search by name, room, extension

Because the list of names and uids are dynamic, existing records cannot be deleted.

← Previous **1** 2 3 4 5 6 7 8 9 ...

Name	Room	Extension
Amina Abbasi		
Oli Abdul-Azeez		
Luke Abiodun		
Henry Abraham		
Dean's Office PA Account		
Virginia Acha		
Shivanie Acharya		
Gabrielle Adams		
Lynda Adams		
Ayo Adebayo		
Sarah Adesuyan		
Adeyemi Adewunmi		
Busola Adeyemo		
Atanu Adhikari		
Misha Ahmed		
Zubayer Ahmed	None	Campus Services 7888

Name: Oli Abdul-Azeez

UID: oabdulazeez

Location: HWM02-201

Sub department: IT & Library

Extension: 7802

Policies

Policy	Setting
Archiving	Global
Client	Global
Client version	Global
Conferencing	Staff
Dial plan	Global
External access	Staff
Location	Global
Mobility	Global
Persistent chat	Global
Pin	Staff
Voice	National

[Edit](#) | [Back](#)

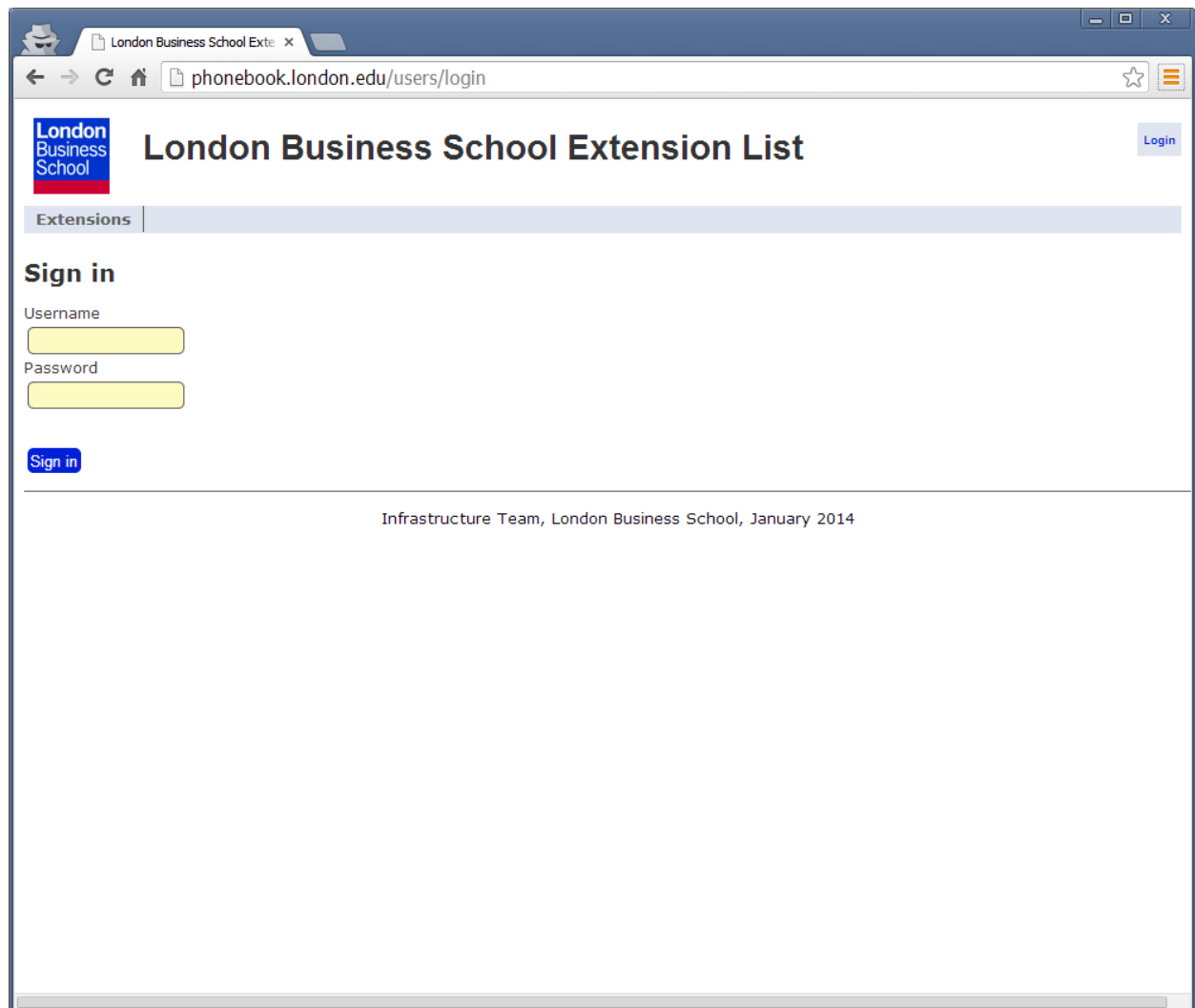
Clicking 'Back' or the 'X' in the top right will clear the popup and return to the normal page.

Clicking on the 'Edit' link will go to the login page.

3

Authenticated access

Clicking 'Login' on the top-right corner will bring up the login page.



Authentication is achieved using LDAP credentials on the School's Active Directory servers.

On first login, an entry is created in the users table but will require a member of the infrastructure team assign the user to the editor role. Until this is done the site will look the same as for an unauthenticated user and no updates will be possible.

After being assigned to the editor role, the main page will change to include an edit icon after the user's name,

London Business School Extension List

Logged in as sscope.staff. Logout

Extensions

Signed in successfully.

Listing Telephone extensions

Filter the listed extensions by surname match, room, extension or sub-department.

Search by name, room, extension Clear

Because the list of names and uids are derived from an external source, new records cannot be created and existing records cannot be deleted.

← Previous **1** 2 3 4 5 6 7 8 9 ... 55 56 Next →

Name	Location	Sub-department	Extension
Amina Abbasi	None	MBA Programme Office	7543
Oli Abdul-Azeez	None	IT & Library	7648
Luke Abiodun	None	ExecEd Operations	7052
Henry Abraham	S419	Start International Management	8183
Dean's Office PA Account	None	Dean's Office	7013
Virginia Acha	None	Start International Management	None
Gabrielle Adams	A319	Organisational Behaviour	8947
Lynda Adams	S217	Central DPO	7497
Ayo Adebayo	None	Central DPO	7535
Sarah Adesuyan	P301	Campus Services	7860
Adeyemi Adewunmi	None	Accounts	None
Busola Adeyemo	None	Accounts	None
Atanu Adhikari	S230	Marketing	8627
Vanessa Afful	None	Central DPO	7481
Russel Ahmed	None	Campus Services	7888
Zubayer Ahmed	None	Campus Services	7888

The extension records are listed in surname alphabetic order.

Above the extension list there is a pagination list showing the total number of pages of matching data,

Because the list of names and uids are derived from an external source, new records cannot be created and existing records cannot be deleted.

← Previous **1** 2 3 4 5 6 7 8 9 ... 55 56 Next →



Name	Location	Sub-department	Extension
Amina Abbasi	None	MBA Programme Office	7543

The current page is highlighted with a grey background and cannot be clicked.

Click on a page number to step through to that pages's items,

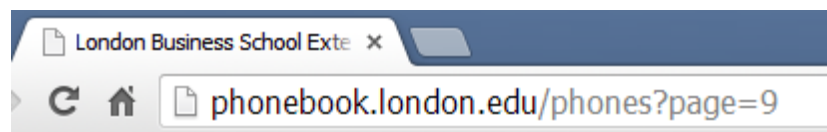
Because the list of names and uids are derived from an external source, new records cannot be created and existing records cannot be deleted.

← Previous 1 2 ... 5 6 7 8 9 10 11 12 13 ... 55 56 Next →

Name		Location	Sub-department	Extension
Amelie Castets		None	Programme Management	7376
Felicity Catchpole		None	Campus Services	None

The 'Next' and 'Previous' links will progress forward and back through the pages one at a time.

The selected page can be overridden manually by changing the page value in the URL,



Any selected page number should be retained after editing and updating an extension value, but will be cleared when performing search operations.

The pagination list will not be displayed when the number of items on the page is less than the per page value, currently 25.

4

Editing and updating records

Clicking the edit button (or the 'Edit' link on the user details modal popup) will display the following form,

London Business School Extension List

Logged in as sscope.staff. [Logout](#)

Editing Telephone extension

Because the user name and uid details are pre-populated from an external source, they are not editable.

Account details

Firstname: Oli Surname: Abdul-Azeez Username: oabdulazeez

Sub department: Operations::IT & Library Extension: 7184

Location: Office 1 x

Policies

Policy	Global	Internal	UK Geo	National	International	Unrestricted
Voice	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Global	Staff	Test			
Client	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>			
Client version	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>			
Conferencing	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>			
Dial plan	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>			
External access	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>			
Mobility	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>			
Pin	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>			
	Global					
Archiving	<input checked="" type="radio"/>					
Location	<input checked="" type="radio"/>					
Persistent chat	<input checked="" type="radio"/>					

[Update Phone](#)

4.1 Firstname

All the basic user account information is imported from EAD via a FIM management agent and cannot be edited.

4.2 Surname

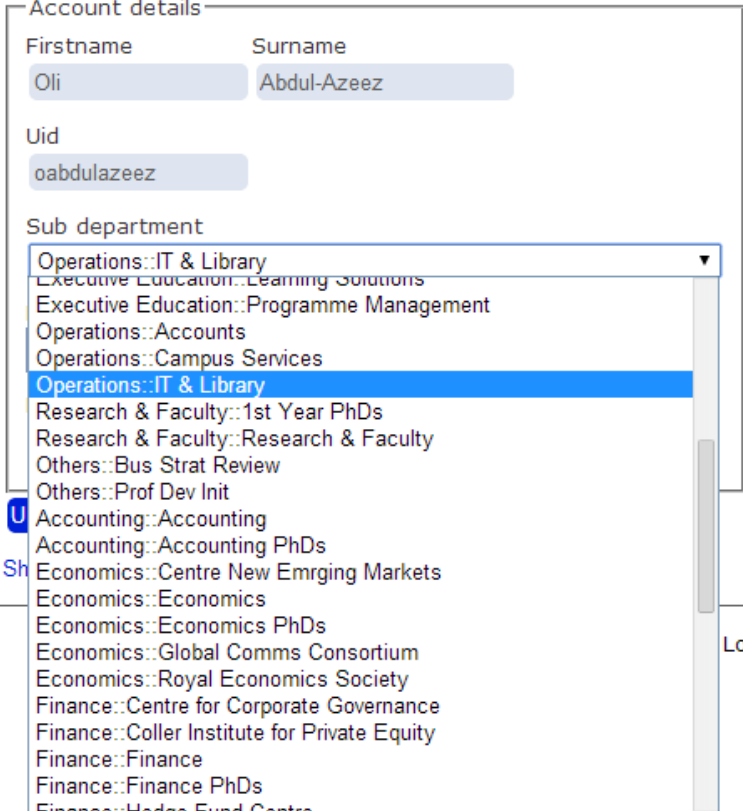
All the basic user account information is imported from EAD via a FIM management agent and cannot be edited.

4.3 Uid

All the basic user account information is imported from EAD via a FIM management agent and cannot be edited.

Sub-department

A list of known sub-departments prefixed with the department,



The screenshot shows a web form titled 'Account details'. It contains the following fields:

- Firstname:** Oli
- Surname:** Abdul-Azeez
- Uid:** oabdulazeez
- Sub department:** A dropdown menu is open, showing a list of sub-departments. The selected item is 'Operations::IT & Library'.

The list of sub-departments includes:

- Operations::IT & Library
- Executive Education::Learning Solutions
- Executive Education::Programme Management
- Operations::Accounts
- Operations::Campus Services
- Operations::IT & Library
- Research & Faculty::1st Year PhDs
- Research & Faculty::Research & Faculty
- Others::Bus Strat Review
- Others::Prof Dev Init
- Accounting::Accounting
- Accounting::Accounting PhDs
- Economics::Centre New Emrging Markets
- Economics::Economics
- Economics::Economics PhDs
- Economics::Global Comms Consortium
- Economics::Royal Economics Society
- Finance::Centre for Corporate Governance
- Finance::Collier Institute for Private Equity
- Finance::Finance
- Finance::Finance PhDs
- Finance::Hedge Fund Centre

Below the dropdown menu, there is a blue 'U' icon and a 'Sh' label. To the right of the dropdown menu, there is a horizontal line and the text 'London Business School, January 2014'.

Changing the selected sub-department will dynamically update the list of available extensions and default policies for the sub-department.

The selected sub-department value is synchronised back to the EAD database and will overwrite any manual updates to the SchoolDB department field.

4.4 Location

A text search box that displays a list of matching rooms

The screenshot shows a form titled 'Account details' with the following fields:

- Firstname:** Oli
- Surname:** Abdul-Azeez
- Uid:** oabdulazeez
- Sub department:** Operations::IT & Library (dropdown menu)
- Location:** hwm02 (text input with a dropdown menu open)

The dropdown menu for 'Location' is open, showing a list of options:

- HWM02-LG-Mtg (highlighted in blue)
- HWM02-101
- HWM02-201
- HWM02-G01
- HWM02-LG-Office
- HWM02-202
- HWM02-G02
- HWM02-G03

On the left side of the dropdown menu, there are partial labels: 'U' and 'Sh'. At the bottom right of the form, there is a footer: 'n, London Business School, January 2014'.

A dropdown list of matching rooms appears as you type but beware, this is quite tricky to get right as this is another area where data management is ripe for improvement.

Once a room has been selected, it can be removed from the form element by clicking the remove icon next to the name,

The screenshot shows a form element for 'Location'. The text 'Office 1' is entered in the input field, followed by a small 'x' icon in a circle, which is used to remove the selected item.

Although potentially multiple rooms could be added to the field only the first will be saved.

4.5 Extension

The extension field is a list of the next 10 extensions in the range allocated to the department (or sub-department) that have not already been issued to telephones.

If the sub-department is changed, the list of available extensions will be updated automatically.

Some departments are more selective in how they allocate their extensions. For cases where the required extension for a user is outside the range available on the form, please contact the infrastructure team for an out-of-band update to the database.

The item at the top of the list is a blank option to remove the extension entry for a user,

The screenshot shows the 'Account details' form with the following fields:

- Firstname:** Muhammad
- Surname:** Ajmal
- Username:** majmal
- Sub department:** Executive Education::ExecEd Operations
- Location:** (empty text box)
- Extension:** A dropdown menu is open, showing options: 7 (highlighted in yellow), 7052, 7059, and 7060.

This can be used in situations where the extension needs to be assigned to somebody else: deselect from the current user and the assign to the new one.

Extension errors

There are a number of conditions that need to be met for the requested extension to be accepted.

- The number must contain only digits or be blank,
- the number must be within one of the extension ranges,
- the number must not already be allocated to someone else.

The following error message is displayed with a non-numeric number,

Editing Telephone extension

2 errors prohibited this phone from being saved:

- Ext number must only contain digits
- Ext number abcd is not a valid extension number

Because the user name and uid details are pre-populated from an external source, they are not editable.

The screenshot shows the 'Account details' form with the following fields:

- Firstname:** Muhammad
- Surname:** Ajmal
- Username:** majmal
- Sub department:** Executive Education::ExecEd Operations
- Extension:** A dropdown menu is open, showing the option 'abcd' (highlighted in yellow). The label 'Extension' is also visible in a red box above the dropdown.

The following error is displayed when selecting an extension outside the sub-department range.

Editing Telephone extension

1 error prohibited this phone from being saved:

- Ext number 7788 must be within sub-department extension ranges

Because the user name and uid details are pre-populated from an external source

Account details		
Firstname	Surname	Username
Muhammad	Ajmal	majmal
Sub department		Extension
Executive Education::ExecEd Operations		7788

The following error message is displayed when the extension has already been assigned to another person,

Editing Telephone extension

1 error prohibited this phone from being saved:

- Ext number 7067 already allocated to labiodun

Because the user name and uid details are pre-populated from an external source, they are not editable.

Account details		
Firstname	Surname	Username
Muhammad	Ajmal	majmal
Sub department		Extension
Executive Education::ExecEd Operations		7067

4.6 Policies

The policy section lists features and limitations on the Lync service provided to individual users, typically according to their sub-department.

Policies

Policy	Global	Internal	UK Geo	National	International	Unrestricted
Voice	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Global	Staff	Test			
Client version	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>			
Conferencing	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>			
Dial plan	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>			
External access	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>			
Mobility	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>			
Pin	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>			
	Global					
Archiving	<input checked="" type="radio"/>					
Client	<input checked="" type="radio"/>					
Location	<input checked="" type="radio"/>					
Persistent chat	<input checked="" type="radio"/>					

When a new user is imported into the extension system all the policies will be set to 'Global' which does not actually provide a usable telephony service (for voice calls and conferencing).

When a user is first added to a sub-department the selected options are dynamically changed to the sub-departments defaults but these can be subsequently modified.

If the default policies for a sub-department are changed, all of the members that had the previous policy setting will be updated to have the new. Sub-department policy changes can only be performed by a site administrator.

5

Searching

The phonebook website allows some simple searching operations through the forms at the top of the page,

Extensions

Listing Telephone extensions

Filter the listed extensions by surname match, room, extension or sub-department.

5.1 Search by name, room or extension

Three types of text-based searching is supported via the txt box on the left.

Enter the text to search for in the box and press the 'Go' button.

Extensions

Listing Telephone extensions

Filter the listed extensions by surname match, room, extension or sub-department.

Because the list of names and uids are derived from an external source, new records cannot be created and existing records cannot be deleted.

Name		Location	Sub-department	Extension
P Jeremy Smithers		None	Finance	8252
Vanessa Smith		None	Campus Services	7888
Fiona Lennox-smith		LH201	SLN Global Programme Office	7589
Ray Smith		None	ExecEd Operations	None
Sian Smith		A311	Research & Faculty	8971
Philip Dainton-Smith		T104	IT & Library	7700

No pagination list is displayed for searches yielding less than the per-page number of items.

The search process is very simplistic and is applied in the following manner,

- Search text matches the extension number,
- If no extension matches found, then by the public name of the room, bearing in mind the limitations surrounding room naming,

- If no room matches found, then search by surname or uid.

Using the search form will clear any su-department selection as well as the page number associated with a previous listing..

The search term should persist across edit and update operations.

To clear the selection text, press the 'Clear' link followed by the 'Go' button.

5.2 Search by sub-department

The second search option is by sub-department.

The search form contains a dropdown list of all known sub-departments.

Extensions

Listing Telephone extensions

Filter the listed extensions by surname match, room, extension or sub-department.

Search by name, room, extension

Because the list of names and uids are derived from the database, records cannot be created.

← Previous **1** 2 3 4 5 6 7 8 9 ... 5

Name	Room	Extension
Amina Abbasi	No	7543
Oli Abdul-Azeez	No	7648
Luke Abiodun	No	7052
Henry Abraham	S4	8183
Dean's Office PA Account	No	7013
Virginia Acha	No	None
Gabrielle Adams	A3	8947
Lynda Adams	S2	7497
Ayo Adebayo	None	7535

Sub-department dropdown menu:

- Career Services
- Sub-department
- 1st Year PhDs
- Accounting
- Accounting PhDs
- Accounts
- Adiyta v Birla Ctr
- Advance Central
- Alumni, Dev, Giving
- B2C
- Bus Strat Review
- Campus Services
- Career Services
- Central DPO
- Centre for Corporate Governance
- Centre for Women in Business
- Centre New Emrging Markets
- Client Relations
- Coller Institute for Private Equity
- Dean's Office
- Deloitte Innovation Enterprises
- Central DPO

To search by sub-department, simply select one from the list and press the 'Go' button.

[Extensions](#) | [Extension ranges](#)

Listing Telephone extensions

Filter the listed extensions by surname match, room, extension or sub-department.

Search by name, room, extension [Go](#) [Clear](#) [Go](#)

Because the list of names and uids are derived from an external source, new records cannot be created and existing records cannot be deleted.

[← Previous](#) [1](#) [2](#) [3](#) [Next →](#)

Name	Location	Sub-department	Extension
Shivanie Acharya	None	Career Services	None
Jamil Al Turk	None	Career Services	None
Lynne Allen	T501	Career Services	None
Michele Asbury	T501	Career Services	None

And details of the person may then be viewed,

Name: [Ruth Beckinsale](#)

UID: [rbeckinsale](#)

Location: Unallocated

Sub department: [Advancement Central](#)

Extension: 7236

Policies

Policy	Setting
Archiving	Global
Client	Global
Client version	Global
Conferencing	Global
Dial plan	Global
External access	Global
Location	Global
Mobility	Global
Persistent chat	Global
Pin	Global
Voice	Global

[Edit](#) | [Back](#)

The sub-department selection should persist across edit and update operations.

Searching by sub-department will clear the search term field as well as the page number associated with a previous listing.

To clear the sub-department search field, either select 'Sub-department' as the search value and press the right-hand 'Go' button, or press the 'Go' button next to the name search box.

6

Service roadmap

It is anticipated that the site will be further developed with additional features to support the ongoing needs of the IT teams.

The most obvious areas where updates will occur are:

- Location information needs to be improved and should occur as part of other Estates projects.
- Support for non-human extension records for public area rooms, hotel bedrooms and ex-directory telephone numbers,
- Better searching as the support teams identify how information can be better identified.