IPT Upgrades 2008

Paul Dial and Teresa Shibao

May 22, 2008
What We Are Upgrading

- Communications Manager
  4.1(3) to 6.1(1)
- Cisco Emergency Responder (CER)
  1.3(2) to 2.0
- ISI (long distance call tracking)
- Unity
  4.0(5) to Unity Connection 2.0
- IP Phones
Why?

- **End of Life**
  - Server hardware replacements
  - Software migrations (Unity, CER, CM)
- **New capabilities**
  - Simultaneous ring
  - IMAP messaging
  - More user control of settings through web interfaces
  - Less user downtime due to easier patching and upgrade options
Why? (cont.)

- New phones
  - Resolves hook switch problems we have been experiencing
  - GigE support
  - Better sound and high resolution displays
Dependencies

- ComManager and CER must be upgraded together
- ISI can be upgraded anytime before ComManager and CER
- ComManager must be upgraded before we can upgrade to Unity Connections 2.0

Phones
  - Port clean up and consolidation
    - IEEE 802.3af PoE
      newer 6148A module provides necessary POE support
    - Ports unused >200 days will be removed
    - Phone ports will be moved to a minimum number of blades in each switch
Plan

- Start phone port consolidation now
- Complete migration testing and upgrade ComManager and CER mid June
- Complete migration testing and upgrade Unity by early August
- Begin phone deployment after Unity cutover
- Conduct general phone and Unity training sessions at each campus

Today@UCAR announcement 2 weeks in advance
Our Approach

- Roll each system so that the user experience remains the same
- Introduce new features and capabilities in the fall with training sessions

Training will encompass the total system instead of the individual pieces
User Perspective

• ComManager
  Single cut - resets user password and PIN, but existing features work the same

• Unity
  Single cut - migrate existing messages to new system on a flag day, interface remains the same

• Phones
  Early morning replacement, a few settings will need to be reset (ring, volume)

• Training
  General UCAR sessions to demonstrate new phone and voicemail features
NCAB Considerations

- Port clean up and consolidation
- IMAP
  - Administrative support for user account configuration
- Phone deployment
  - Early morning (6 - 8 a.m.) changes by area
  - NETS member remains in area for the morning to provide user assistance
- Timeline is still evolving, updates will be provided
Questions?