NCAR VoIP road map

NCAB discussion
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IP Telephony categories

- Call Manager
- Voicemail
- Phones
- Conferencing
- Miscellaneous others
Acronym Soup Ingredients

- VoIP = IPT = IPC
- CCM = Cisco CallManager
- VM = VoiceMail = Unity
- CIPTUG = Cisco IP Telephony User Group
- ABM = Anything But Microsoft
- See [decoder](#) for others
Call Manager

- 3.x train to 4.x train (and eventually to 5.x train)
- 4.x train -- administrative and user improvements such as:
  - Forced authorization codes via CCM directly
  - Phone line improvements
  - Security options (e.g., RTP stream encryption)
- Ongoing hardware upgrades [Cisco is moving toward Linux appliance model in this area]
- Emergency Responder – no big changes here – will move in lock step with CCM
Voicemail

- Unity 3.x train to 4.x train
- Ongoing hardware upgrades
- Cisco Unity development – two trains:
  - 1) More Microsoft [e.g., AD, E2K, S2K]
  - 2) Linux appliance model [working toward no Microsoft application dependencies]
Voicemail

Longer term questions in this area:

1) NCAB Question 1: Unified messaging desirability? Work toward complete integration (e.g., fax, VM, email) or just basic voicemail and email?
   - We seem to get limited requests for it, but like the phone service additions, we think it might be popular and more heavily used if available. Comments?

2) NCAB Question 2: Dependency on voicemail (or need for more redundancy?)?
   - So far in our discussions with SASS, redundancy here has been a lower priority. Does NCAB agree this area can remain our only non-redundant IPT service?
Phones

- 7 millionth Cisco IP phone shipped in November 2005
- Post-depreciation migration to? New 7960s or 70s or latest model supporting standard speed we need (GigE available now on new phones)
- Videoconferencing options – interest?
Conferencing

- Conference Connection to MeetingPlace Express
  - Equivalent voice port plus application sharing
  - No video
  - Full MeetingPlace support unlikely – probably outsourced if demand or requirements for this

- NCAB Question: What is the feel for demand for video? What about via a hard- or soft-phone integration option down the road (e.g., laptop camera)?
Other items—planned:

- Call Center (help desk) server/software going away:
  - lack of demand, high cost and complexity (even for “Express” version that we ran)
  - Alternatives provided with CCM programming options
- New long distance billing software provider
- Monitoring:
  - HPOV to Nagios
  - IR/IPTM for now (may look at new Cisco provided software options in this area in a year or so?)
- Remote IPT testing (after all upgrades)
  - Examples: field project phone support, softphones, phones at home over VPN and so on.
Other items—likely:

- **Phone services**—some examples:
  - Enhanced directories
  - Emergency Updates
  - Paging
  - Facilities scheduling, menus, ....

- **NCAB Questions**:
  - Interest in developing these?
  - Potential demand?
  - For what types of services?
Other items—likely:

- Voice gateways:
  - Ongoing upgrades to new integrated router line options
  - SBC model down the road for potential future SIP integration?

- Long distance redundancy: additional carrier?
Other options—maybe?

- Migration to SIP as it matures both in security and features (internally and externally likely but probably much longer term).
- VoIP carrier options?
- Mobility endpoint options (e.g., GSM and 802.11a)?
- Increased telework support?
References

- NETS IPT Road Map
- NETS IPT Test Bed Enact Page
- Acronym decoder
- CIPTUG 2004 notes
- CIPTUG 2005 notes
Questions?

Feedback on questions or other matters to phones@ucar.edu please.