



BCNET  
**CONNECT**  
HIGHER ED & RESEARCH TECH SUMMIT

## Your Future is Calling You:

Lessons Learned in the Transition to MS Teams Phone



# Presenters:

---



## **ISHAN DE SILVA**

- Manager, Network Operations | Kwantlen Polytechnic University

## **KEN YIP**

- Director, Technology Services | Kwantlen Polytechnic University

## **ALEX CHIN**

- Network Administrator | College of New Caledonia

## **DAVE LAMPRON**

- Chief Information Officer | College of New Caledonia

# Overview

---



- Explore the transition to MS Teams phone among two PSI institutions: KPU & CNC
- What went well, what didn't go well, what was a surprise, and general advice for those schools about to go down this same path.

# Agenda



1. Context setting – baseline from the audience
2. KPU & CNC
  - a) Context
  - b) Overview of initial landscape
  - c) Procurement
  - d) Implementation
  - e) Transition to operations
3. Discussion!

Have you seen this person?

---



# Baseline

- How many of you are planning a major telephony upgrade in within the next 12-24 months?
- For those planning an upgrade, how many have narrowed the solution to MS Teams phone? How many have selected a different solution?

# KPU Context

- 5 campuses (Surrey Main, Cloverdale, Civic Plaza in Surrey, Langley, Richmond) within lower mainland
- 2000 FTE / 20,000 students
- 2000 handsets and DIDs (staff, faculty, classrooms, common areas)

# Overview of KPU's initial landscape

- KPU had legacy PBX phone system that had reached EOL for a number of years.
- New replacement parts were no longer available from the manufacturer and support from vendors was limited.
- KPU needed a modernized telephony system and preference was given to cloud-based solutions that could be integrated with technologies (existing + roadmap)



# Procurement

- Stakeholder engagements, consultation and requirements gathering
- A consultant was engaged to conduct needs analysis for KPU based on requirements from stakeholder engagements, assess options and establish budgetary estimates
- The consultant helped develop specifications for an RFP process.
- Successfully completed RFP process to supply hardware, deployment services and on-going support. The telephony solution utilizes Microsoft Teams which integrates with KPU's existing email and Office 365 roadmap.

# Preparation Activities

- Deployment of Teams to all staff and faculty (starting in Jan and completion in Mar 2020)
- Planned upgrade of staff and faculty to A5 licensing starting in April 2020
- Reconcile and cleanup inventory of phones and DIDs
- All preparation activities allowed us to run with the project starting April 1<sup>st</sup>, 2020
- March 2020 - All Set! Nothing could go wrong?

# Implementation

## Approach:

Phased deployment: IT and Facilities Pilots, then by departments, student association, food services, faculties, classrooms and common areas

## Timeline:

Project was planned to start in April 2020 and run through to complete in Mar 2021.

Planning and Design: April – June

Testing and Pilot - IT: July – Sept

Pilot - Facilities: Oct -Nov

Deployment: Dec - Mar

# Transition to operations

- Communications and keeping users aware of the project and timelines
- Training for users (Covid – remote): developed both communication emails, instructions attached to handset, training videos and live on-line sessions
- Solution req'd for shared offices and handsets, red phones, and meeting rooms
- 911 Location Updates – DID location records need to be manually updated to ensure emergency responders have the correct location data
- New support process and procedures required to transition support of phone system to existing support groups

# Tips

- Less physical handsets required as users have adopted to MS Teams client during pandemic.
- Don't focus on transferring all legacy functionalities – i.e. 4 digit dialing, phantom exts
- Migrate users to Exchange online prior to deployment of phones (not possible for us – legacy phones relied on unified messaging to on-prem mailboxes)
- Ensure you have an accurate inventory of existing handsets and DIDs
- Define different personas for different use cases (hotel desks, common areas, classrooms), long distance policies, voicemail, phone lock, call forwarding

# CNC Context

- North-Central BC
- 6 campus sites
- Employee FTE: 700
- Student Headcount: ~4000
- Handsets to replace: ~800



# Overview of initial landscape

- Issue: ~20 year old Avaya VoIP system was out of service and failing
- MSTeams had significant traction due to pandemic
- M365 integration



# Procurement

- Two step RFP
  1. Need analysis & Solution Recommendation
  2. Solution implementation
- Key requirements: status quo of previous phone system function, MS Teams integration
- Stakeholder engagement: iterative focus groups, surveys





# Implementation

- Approach: less handsets, more 'soft phones'
- Timeline:
  - Solution design: Q1/Q2 (calendar 2022)
  - Implementation: Q3
  - Transition to operations: Q4
- 'Overnight transition'
  - "Turned on" Teams calling for all regions Thursday/Friday
  - Regional trips the following week



# Transition to operations

- Bleeding edge technology for both us and vendor
- Stakeholder adoption: small vocal minority resistors, overall well received
- MSTeams was the right solution for us
- Do over:
  - Transition prep
  - More communication
  - Ensure consistent definition of 'discovery' with vendor



For information about color telephones and special purpose telephones, call your Bell telephone company business office.

*because you love*  
**COLOR...** Western Electric makes Bell telephones in color . . . red, blue, yellow, green, gray, ivory, brown, beige as well as black.

**Because you want** other kinds of telephones — with illuminated dials, spring cords, volume controls and other special devices — we make them, too. And we manufacture the complex central office equipment needed to make all these telephones work.

**You see,** as the manufacturing unit of the Bell System it's our job to produce the things needed by your Bell telephone company to give you the more attractive, more convenient telephone service you want.

**Western Electric**  
MANUFACTURING AND SUPPLY DIVISION OF THE BELL SYSTEM

# Tips

- Let go of the old – i.e. 4 digit dialing
- Be prepared to help with business workflows (e.g. switchboard, external entities/businesses, training)
- Communication, with everybody
- Stock up on peripherals

# Discussion!

