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Next Generation Voice Campus Telephone System

After many months of hard work, and a complex request for vendor proposals (RFP), the Campus Next Generation Voice Committee has selected a new campus system.

The technology selected by the committee is the Coral IPX family of systems. IPX is an acronym for Internet Protocol Exchange. The Coral IPX was rated highest by the selection committee in many areas, the most exciting of which were flexibility and cost effectiveness. Because these new systems evolved from the traditional telephone business, they are highly reliable – and have all of the functionality expected in the latest generation of IP-based systems.

The Coral IPX system scales from a small department solution to a campus-wide application. This allows us to offer a solution that meets specific department requirements without placing unnecessary costs on other departments. For instance, Automatic Call Distribution (ACD) services, commonly used in call-center environments, are inherent in the new system – making these services cost effective for departments who have not been able to afford them. If more sophisticated call center services such as IVR (interactive voice response) and skills-based routing are needed, they will be available as a department specific option.

In addition to allowing departments the option to incorporate many high-end communication features, such as softphones, office mobility, conference bridging, and remote system access, the system's basic feature set far exceeds the services offered in our existing Centrex environment.

The chosen vendor is a partnership of three companies.

Tadiran Telecom, an Israeli company with 40+ years of experience in the telecommunications business, is the manufacturer of the new system. They have successfully provided “hardened” systems for business, healthcare, government, and military use for many years.

Sprint Communications is the USA provider of Tadiran systems. Tadiran is one of 40 global manufacturing partners with whom Sprint has teamed. Sprint brings to the table the experience of a national/global telecommunications player.

Americom Technology is the Utah dealer of the new system. They bring the local touch to this major effort. They support several large local, statewide, and national telecommunications installations. They have already proven to be extremely flexible and responsive as we have worked through contract issues while, at the same time, preparing to install new systems.

Implementation is already underway. The new Orthopedic Hospital in Research Park will be the first major installation. Also on the top of the list are Health Sciences Center departments. The University Clinics will use the system as a central call distribution center for the community clinics. Others are also slated to receive the new service.

If your department's operations have been limited by telecom systems that are currently in place, please go to www.netcom.utah.edu/phone/ngv/index.html for more information. For others, Centrex may continue to be a viable service option. The great news is – YOU NOW HAVE A CHOICE !

New Webmaster Orientation

The Office of the Senior Vice President of Academic Affairs is sponsoring Webmaster Orientation to introduce new webmasters to University web policies, best practices, and resources available to assist them with their websites.

Topics include:

- Campus Resources Available
- Best Practices
- Policies & Procedures for U Websites, U logo
- Federal policies
- Security
- E-Commerce
- Accessibility (Section 508 Compliance)

The orientation will be held on September 20th from 1-3 pm in the Dumke Room at the Eccles Broadcast Center. New webmasters are encouraged to attend the event as well as any faculty/staff who may be interested. Find registration and contact information at www.utah.edu/uwebresources/.

University Event Calendar

University Communications and the Office of Information Technology have combined efforts to create a new University Events Calendar available this August. The calendar uses software provided by WebEvent and will have a new appealing graphical interface with many enhanced features. It will allow U faculty, staff and students to submit U sponsored events on-line. Events can be searched for by keyword, type of event, or sponsor of the event. Users can receive an optional e-mail reminder of events, export events to their PDA/ personal calendar or print events. Departments will also be able to take advantage of the Web-Event software and create their own event

calendar with all the integration features to the University Events calendar. Licenses, templates and remote administration are projected to be available this November.

Future enhancements to the calendar will include a subscription service where users can subscribe to event categories (e.g., athletics or music) and create a "my event calendar" on the My.Utah.edu portal.

For questions about the calendar, contact Jill Brinton at brinton@media.utah.edu.

OIT and NetCom Merge

On August 1st, the Office of Information Technology (OIT) announced organizational changes within the NetCom department to streamline operations, improve communication, reduce overhead costs, and to provide improved, cost efficient services. The changes bring a more direct reporting relationship between OIT leadership and NetCom management and staff.

NetCom managers will now report directly to OIT. Business and Administrative Services led by Kathy North, and Customer Services and Support, managed by Scott Lloyd, will now report directly to Kevin Taylor. Cable Plant, managed by David Kosanke, and Network Operations Services, led by Bryan Morris will report directly to Stephen Hess. Desktop and Server Support, managed by Craig Bennion will now report directly to Dave Huth.

Bill Jahsman, Director of NetCom, will be leaving the University to seek new opportunities. Bill has made a significant contribution to the University during his tenure. Due to his efforts, the University is prepared to connect to National Lambda Rail, the latest generation, broadband research network. We wish him well in his career.