
IP Telephony Service

Summary

In 2007 LOGIS created the Managed Service, IP Telephony. Today this service supports 16 organizations and over 9000 devices. This service catalog document outlines the service level provided, LOGIS' and member responsibilities and requirements, along with estimated charges associated when committing to this Managed Service.

Management

The Managed Service, IP Telephony, is supported by the Service Group which is a division under LOGIS Network Services and managed by the Service Group Supervisor.

Core Services

The following are areas of key responsibilities of the Service Group for the Managed Service, IP Telephony:

Strategic Planning and Budgeting

LOGIS will assist the member in providing strategic long term planning. This planning will consist of items such as new facility connectivity, redesign of the IP Telephony Service, member functionality, telephony redundancy, carrier enhancements, technology and budgeting recommendations, replacement schedules, etc. LOGIS will also attend and present at meetings as requested by the member.

Implementation and Maintenance

LOGIS will engineer, organize, and manage all implementations and maintenance to the IP Telephony Service.



Project Management

For the large projects that include implementations, upgrades, significant changes, etc. LOGIS will assign a project manager from staff to work with the LOGIS staff and members to assure a smooth process and proper communication.

Projects that are deemed smaller in-scope and less critical will be managed by the Service Group Supervisor as part of their normal daily operation.

Procurement, Bids, and Quotes

LOGIS follows all laws set forth by the State of Minnesota related to governmental purchasing of equipment and services. LOGIS will perform formal bids when required by law and when not required, obtain quotes, or purchase under an established contracted agreement such as the State of Minnesota purchasing/procurement contract. This documentation will be maintained at LOGIS and made available to the member upon request.

Change Management

Effective change management is critical to minimize downtime, assure testing, proper communication and to maintain documentation. LOGIS has a detailed change management process along with times frames, communication process, notifications, approvals, etc. for all impactful changes performed for the IP Telephony Service.

LOGIS coordinates changes on member environments with each member and will discuss, agree upon, and implement a change control process at the member environment that meets the needs of the member and LOGIS.

Documentation

LOGIS will organize, update, and maintain all IP Telephony documentation related to the service and member. Members will have access to their documentation through a LOGIS provided share or website.

Members that jointly manage their environment with LOGIS share the responsibility of updating and maintaining the member documentation.

Reporting and Supervision

Under this service, LOGIS will report to the assigned member representative(s). LOGIS also requests that semi-annual meetings be scheduled between the member and LOGIS Network

Services Management. This will assure proper communication and planning. LOGIS will allocate staff to be available to meet and discuss items as necessary.

IP Telephony Service Features

The LOGIS IP Telephony Service is built on the Cisco Unified Communications platform and offers a variety of services tailored for each member. The features and services listed below are available to members. Some of the features and services are optional.

Clustered Unified Communication Managers

The core of the IP Telephony Service is a series of Unified Communication Manager servers configured for high availability that is located in the LOGIS data centers and distributed to members that require an onsite presence.

High Availability Unity Voicemail Servers

The Unity Voicemail Servers operate in a clustered environment built for high availability which is configured to integrate voice mail into the organizations Exchange email environments. A separate optional add-on license for SpeechView translates the voice mail to text in the email message.

Cisco Unified Contact/Call Center

This software provides the members with true call center functionality, including skill-based routing, scripting of calls, desktop or phone logins, etc. LOGIS provides this as an optional service to members that handle high volume lines.

Cisco Emergency Responder Cluster

This software enhances the existing emergency 9-1-1 functionality. It assures that emergency calls through the IP Telephony service will be routed to the appropriate Public Safety Answering Point (PSAP) and that the PSAP can identify the caller's location and return the call if necessary. In addition, the system automatically tracks and updates equipment moves and changes. Deploying this capability helps ensure more effective compliance with legal or regulatory obligations, reducing the risk of liability related to emergency calls.

Bridge Operator Console

Bridge Operator Console is an attendant console that allows offers full call control functions, such as transfer, supervised transfer, parking, hold, resume, call, redirect, voicemail transfer, etc. This software simplifies call handling for an organization's operators.

Singlewire Informacast

This separate optional licensed application allows paging and emergency notifications through text messages, paging systems, phones, computers, etc.

ISI Infortel Call Accounting

LOGIS utilizes ISI's Call Accounting and Reporting application to collect and process CDR records from the Call Managers. This information is stored on LOGIS servers allowing the member to run analysis and report on their voice network showing valuable information such as call length, time on hold, routing of calls, volume trends, staff productivity, etc.

VSR2 Aware Call Recording

This separate optional licensed application allows member to record all calls on a line or the option to record upon demand during a call. These calls are saved into a database for future access or emailed to the end user.

DID / PRI / SIP Management

In cooperation with the member, LOGIS manages the DIDs, PRIs, and SIP trunks. Members utilizing LOGIS recommended vendors can take advantage of built in failover capabilities.

Cisco Jabber

LOGIS utilizes Cisco Jabber for instant messaging, voice and video calls, voice messaging, conferencing, and presence. Cisco Jabber supports the platforms of Microsoft Windows, Mac, Android, and IOS.

Webex and Webex Teams

Cisco Webex Teams is an easy-to-use collaboration solution that keeps people and teamwork connected anytime, anywhere. Webex Teams brings together messaging, file sharing, video meetings, white boarding, calling, and other tools you use to streamline teamwork.

Video Systems

LOGIS integrates member video systems into our video bridge and Webex solutions. LOGIS has established standards related to these systems and can provide the member with more detail related to the supported video systems and number of connections.

LOGIS Requirements

- LOGIS would procure and manage all IP Telephony licensing for the applications utilized by the member.
- LOGIS requires the member to be responsible for initial and replacement costs of the physical hardware utilized in their organization. This includes not be limited to, on-site back-end hardware, phones, headsets, switches, routers, etc.
- LOGIS requires the member to be responsible for maintaining hardware under supported configurations. LOGIS would estimate required replacements during the yearly budget cycle.
- LOGIS reserves the right to assign any incident or request to any qualified staff member(s).
- LOGIS would train member representatives on routine maintenance changes.
- LOGIS will focus on projects based on member specified priorities that is communicated to LOGIS through the member representative(s).
- Member will be charged a setup fee for each core service utilized. The member will be charged for the staff hours utilized based on the Network Services hourly rate.
- Member to supply all existing documentation related to their existing telephony system, DIDs, PRIs, SIPs, and network infrastructure.
- Members are responsible for all costs related to their DIDs, long distance and International calls, PRI, dedicated SIP connections, etc.
- Member is responsible for notifying LOGIS of licensing changes to the IP Telephony Service.
- Member must supply staffing for infrastructure changes or allow LOGIS to configure network infrastructure for changes related to IP Telephony on switches, routers, etc.
- Member must allow monitoring of critical network infrastructure by LOGIS systems.
- The member will work with LOGIS to achieve the goals of the member. This includes, but not limited to, scheduling and participating in meetings, sharing documentation, assigning and sharing staff contacts, allowing access to facilities, sharing project information, etc.
- 24/7 access to the member sites must be provided to support critical issues for the member. This access will be coordinated by the member.
- Member staff must cooperate with LOGIS for scheduling maintenance windows, new upgrades and enhancements.