San Francisco State University – Unified Communications

Current State: Legacy Phone System

Future State: Unified Communications

Phone Instrument

SF State employees all have physical work phones.

Soft phones will be standardized and installed on SFSU managed electronic devices.* Campus will make physical phones available as necessary. The soft phone software is not intended for personal devices.

Phone Calls

Employees can initiate and receive phone calls with their physical work phones in their office location.

Employees can initiate and receive calls with their soft phone anywhere during their work schedule. Caller can see the availability of the called party based on work calendar availability.

Voicemail

Employees are notified of new voicemails with a light indicator on their physical work phone. Copies of voicemails are retained per CSU data retention policy.

Employees are notified of new voicemail via phone **and** email. Copies of voicemails will be retained per CSU data retention policy.

*SFSU managed electronic devices may include computers, laptops, tablets, and cell phones. All of these devices are purchased and maintained by SFSU.

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Work Hours

SF State employees are **NOT** expected to answer phone calls outside of their work schedule.

With Unified Communications, SF State employees will **NOT** be expected to answer phone calls outside of their work schedule.

911 Services

Campus Public Safety Answering Point and University Police Department are currently limited to **three** concurrent emergency phone calls.

Campus Public Safety Answering Point and University Police Department with have **no limit** on concurrent emergency phone calls.

Customer Support
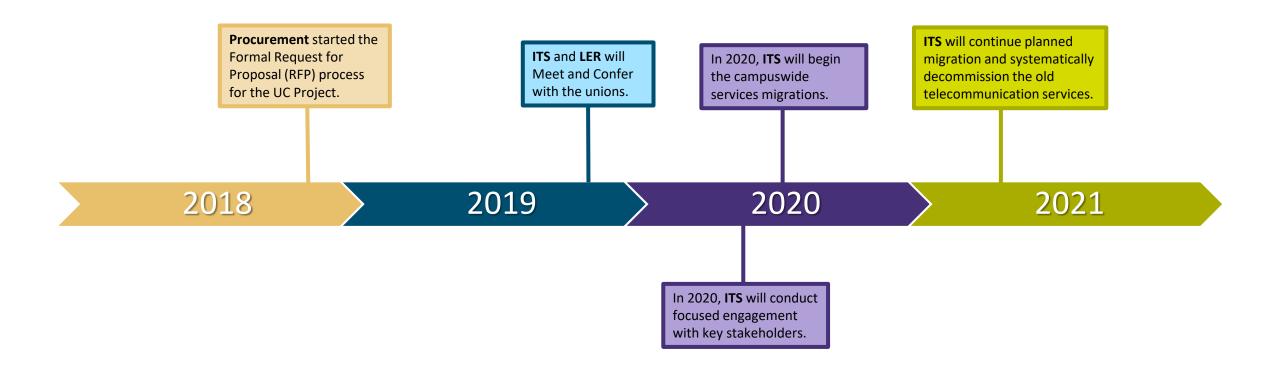
ITS Telecom staff can only perform part of the programming and administration and relies on a 3rd party vendor for support.

ITS Telecom staff will provide full customer support, programming and administration of the new solution on site.

Timeline

UC = Unified Communication

Procurement started the Formal Request for Proposal (RFP) process for the UC Project.

ITS and **LER** will Meet and Confer with the unions.

In 2020, **ITS** will begin the campuswide services migrations.

ITS will continue planned migration and systematically decommission the old telecommunication services.

2018   2019   2020   2021

In 2020, **ITS** will conduct focused engagement with key stakeholders.

What is changing?

- The soft phone application is the new standard offering and will be deployed on all SFSU owned and supported electronic devices.

- Employees will be notified of new voicemails via their SF State managed electronic devices.

- Employees can initiate and answer phone calls with the soft phone application anywhere on campus during work hours on their SF State managed electronic devices.*

- Employees will have access to an automatically updated telephone directory along with their calendar, collaboration tools, soft phone, and conferencing application services.

What is not changing?

- All SF State employees will still have access to a work phone for internal and external communications for University business.

- Employees are not expected to change their work schedule.

- Employees are not expected to change how they respond to calls or voicemails.

- Employees will continue to contact ITS for telecommunication system support.

- All emergency phone calls will continue to be routed to Campus Public Safety Answering Point and University Police Department. The overflow of emergency phone calls to SFPD will serve a standby failover role.

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Benefits

- Improved collaboration, communication, productivity, and agility within and between SFSU departments, especially for workforces located at remote campuses (SF Downtown, Tiburon).

- Reduced silos within business processes and latency in managing workflows due to integration of communication methods

- Modern functions and capabilities can equip departments with new communications capabilities to better support and serve the campus community.

- Improved resiliency of telephone services for enhanced business continuity.

- Reduced reliance on outside third parties and provide increased skills for internal technical staff.

Risks of Not Changing

- Campus will rely on legacy phone systems that have been obsolete and out of support for decades.

- Frequent phone system failures directly affect 911 calling/reporting, which will pose a huge safety issue for all SF State employees and over 29,000 students. Frequent campus closures will continue to be disruptive to campus operations.

- Continuing maintenance of the legacy systems will be very costly as they often can't be repaired.

- Multiple manual database updates are required to keep the system running, which are prone to error and can result in emergency calls being misrouted.