



Oak Park Elementary School District 97

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TO: Dr. Al Roberts, Superintendent

FROM: Michael Arensdorff, Director of Technology

SUBJECT: Unified Communication (VoIP) Goals

DATE: April 23, 2015

On April 14, 2015, the Board of Education reviewed/discussed the district's proposed plan for contracting with CDW/Cisco to transition from our existing phone system to a Unified Communication (VoIP) system. During the review/discussion, the board requested a brief summary of the goals for this plan, as well as indicators of success.

Below are the goals, the tasks that must be completed and the indicators for success for the first year of the three-year plan. Please note that the overall goal of professional development has been broken into four sub goals.

At the board's request, I can provide a similar summary prior to the implementation of the second and third years of the plan.

Goal #1

During the 2015-16 school year, we will experience 99 percent uptime in terms of our ability to make calls and access software programs (i.e., notification software) via the new system.

Tasks to be completed

- We will work with CDW/Cisco to set up the servers and voice gateways, architect the network, place and plug in the phones, and test every handset prior to August 1, 2015.
- The district's IT infrastructure manager will participate in a weeklong training on the management and maintenance of our VoIP system. This session, which will be conducted by CDW/Cisco, will include training on all of the programs and software that are part of the system.
- We will closely and routinely monitor the network to identify what changes, if any, need to be made to meet the goal of 99 percent uptime.

Indicators of Success

- Ability to maintain 99 percent uptime.
- Consistency in the overall use of the system. We will pull, review and assess usage reports on a monthly basis.
- Minimal number of Help Desk tickets. We will continuously monitor the number of Help Desk tickets we receive regarding the VoIP system.

Goal #2

By August 1, 2015, all 685 phones will be installed and fully functioning.

Tasks to be completed

- Technology department will install switches to handle the voice traffic
- CDW/Cisco along with our technology department will optimize the network for the VoIP system (includes setting up VLAN, quality of service (QoS), etc.)
- Place, plug in and activate the phones.
- Test the phones after they have been activated.

Indicators of Success

- All 685 phones are ready for use by the staff by August 1, 2015
- Minimal number of Help Desk tickets. We will continuously monitor the number of Help Desk tickets we receive regarding the functionality of the phones.

Goal #3a

All administrators and administrative assistants will be trained on the use of the new phone system.

Tasks to be completed

- CDW/Cisco will schedule planning sessions with the administrators and administrative assistants during which they will develop personalized training sessions for the two groups that will best meet their needs.
- CDW/Cisco and the district's technology department will conduct the personalized training sessions with both groups prior to the start of the school year.
- Both groups will receive supplemental materials (documents, "how-to" videos, etc.) they can use if they need a refresher or help troubleshooting an issue.

Indicators of success

- Administrators and administrative assistants know and can use the system. The technology department will conduct individual follow-up assessments with the members of both groups two weeks after the completion of the training sessions. During these assessments, we will evaluate their understanding of the system by having them complete tasks that were covered during the training.

Goal #3b

Two designated staff members from each building will be trained on the use of the Informacast system (bell schedule, paging, etc.) by August 15, 2015. One of the individuals will be the building principal and the other will be a designee (e.g., assistant principal or student support specialist, administrative assistant, etc.) that is determined by the Ad Leadership team. We believe having the same two positions responsible for the use of the system at each building will help ensure it is operated with greater efficiency and consistency district wide.

Tasks to be completed

- The technology department will be trained on the use of the system so we can utilize the "train the trainer" model in the schools.
- The technology department will train the designated staff members from each building on the use of the system either via an online (i.e., webex) or in-person session.
- The designated staff members will receive supplemental materials (documents, "how-to" videos, etc.) they can use if they need a refresher or help troubleshooting an issue.

Indicators of success

- Designated staff members know and can use the system. The technology department will conduct individual follow-up assessments with the designated staff members two weeks after the completion of the training sessions. During these assessments, we will evaluate their understanding of the system by having them complete tasks that were covered during the training.
- Minimal number of Help Desk tickets. We will continuously monitor the number of Help Desk tickets we receive regarding the functionality of the Informacast system.

Goal #3c

By August 1, 2015, the district's IT infrastructure manager will be trained to fully manage the system.

Tasks to be completed

- The IT infrastructure manager will participate in a weeklong training prior to the start of the school year.
- This IT infrastructure manager will train the rest of the technology department following the completion of the weeklong session.

Indicators of success

- The IT infrastructure manager will complete the weeklong training.
- We are able to achieve and maintain 99 percent uptime throughout the school year.

Goal #3d

All district staff will be able to make phones calls and set up and access their voicemails by the first day of school.

Tasks to be completed

- The technology department will attend one staff meeting at every building to share information about the phones and demonstrate the functions and features of the system, including how to set up and access voicemail.
- The technology department will provide the staff with supplemental materials (documents, "how-to" videos, etc.) they can use if they need a refresher or help troubleshooting an issue.

Indicators of success

- Minimal number of Help Desk tickets. We will continuously monitor the number of Help Desk tickets we receive regarding the phone and voicemail system.

Goal #4

By August 15, 2015, the Informacast system will be set up so that all 10 buildings can use it to manage bell schedules and paging.

Tasks to be completed

- CDW/Cisco will identify the equipment each building needs to successfully integrate the Informacast system into its existing paging system.
- CDW/Cisco will set up, activate and test the system at each building.
- CDW/Cisco will train our technology staff on the operation of the system.
- The technology department will train two designated staff members from each building on the creation and management of bell schedules. We will also show them how to use the Informacast system to page to individual phones or the entire building. As mentioned above, one of the designated staff members will be the building principal and the other will be a designee (e.g., assistant principal or student support specialist, administrative assistant, etc.) that is determined by the Ad Leadership team.

Indicators of success

- All 10 schools are able to use Informacast to manage their bell schedules and send out bell tones and/or messages through the PA system and phones.
- Minimal number of Help Desk tickets. We will continuously monitor the number of Help Desk tickets we receive regarding the bell schedule and paging system.