

The Converged Employee



presented by
Gary Audin
Delphi, Inc.
delphi-inc@att.net

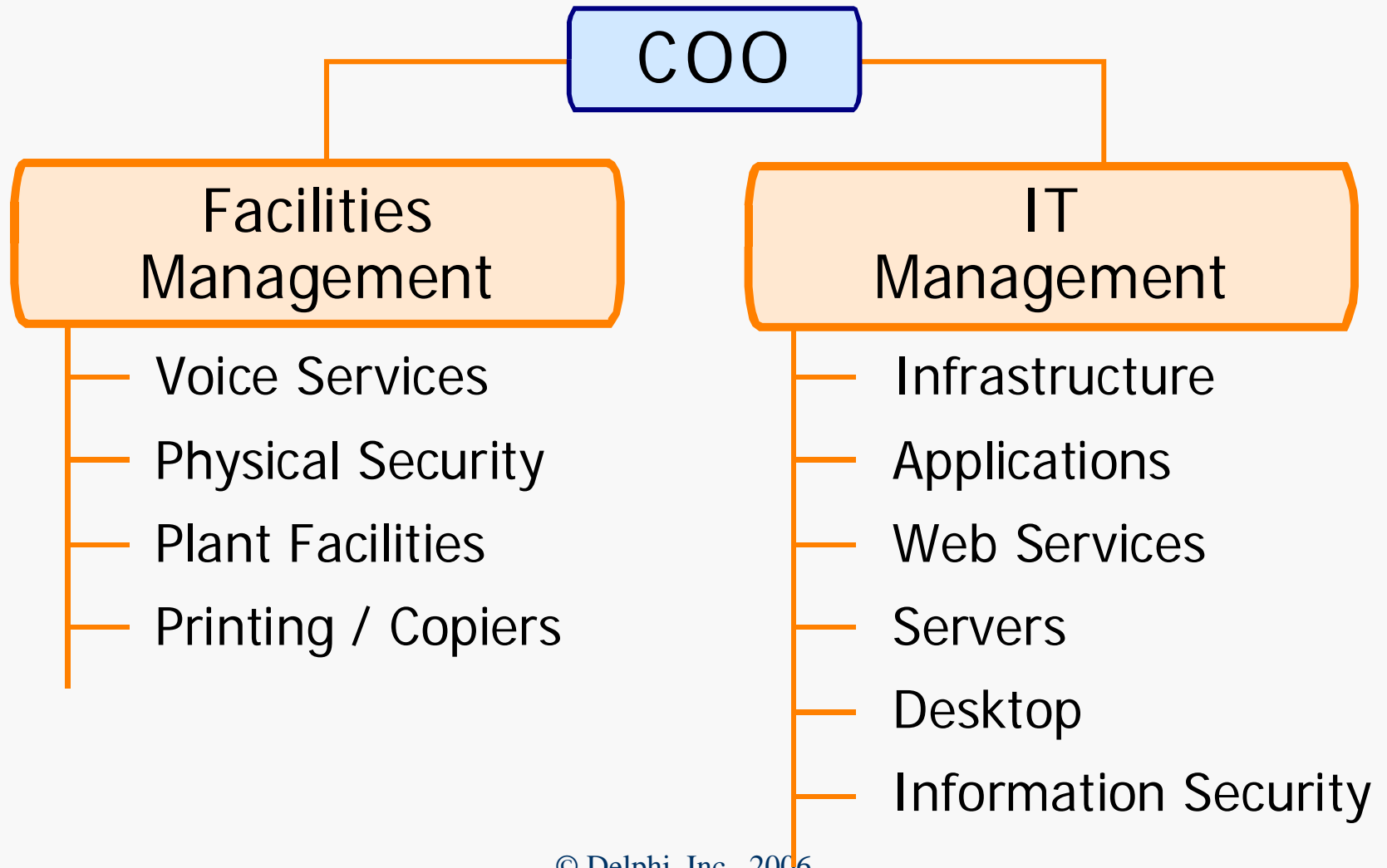
Is IT Ready for Convergence?

- Data vs. voice staff
- Cross training in technologies
- Certifications
- Voice applications support
- Legacy and data network test tools
- Network assessment tools

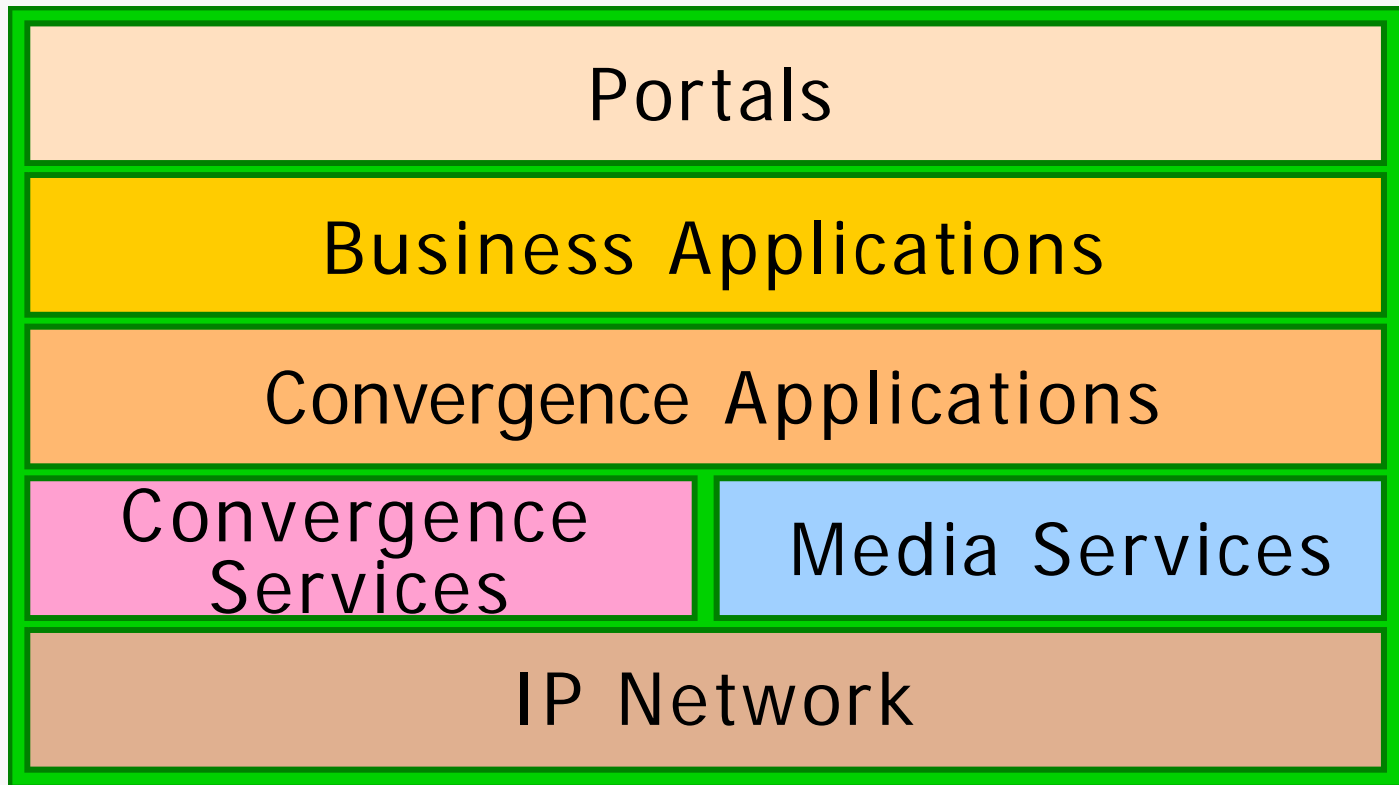
End User Perceptions

- Does not care whether the responsibility is Infrastructure or Applications
- Concerned about
 - Time to dial tone
 - Call quality
 - Call connect/disconnect times
 - Call drops
 - Application reliability and availability

Original Organization



Converged Architecture



Learning On the Job

- Cost overruns
- Poor planning
- Failed implementation
- Service disruptions
- Dissatisfied users

New Staff Skills

- Voice learns data
- Data learns voice
- Signaling and speech protocol proficiency
- Basic electricity and circuits for data staff
- More sophisticated tools
- Monitoring more information
- Voice security

Certifications

- Applications
- Operating systems
- Infrastructure
- IP Telephony
- Costly to educate
- Higher salaries
- Usually vendor specific

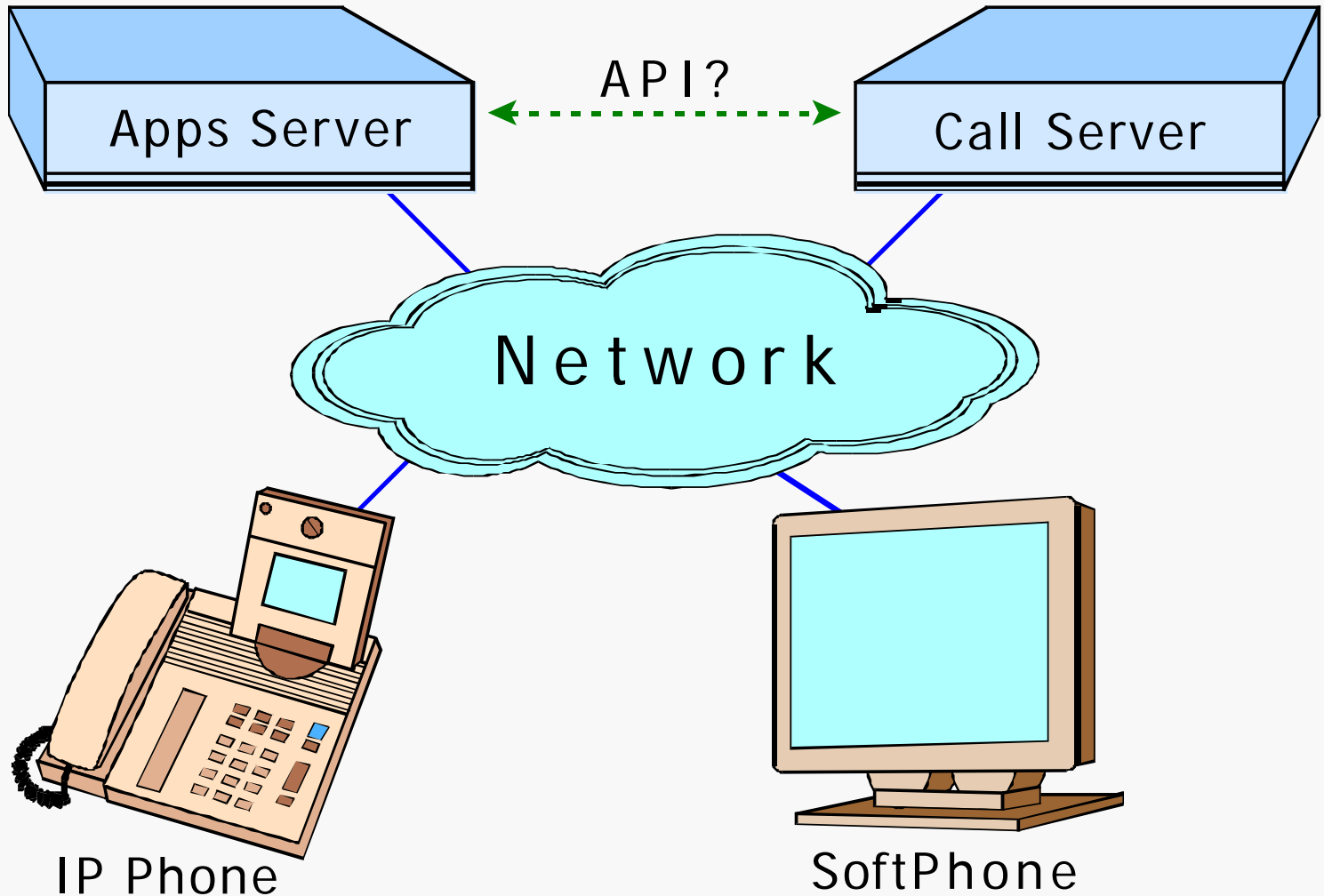
Managing Resources

- Status
- Configuration
- Security
- ***Performance***
- ***Usage***
- ***Location***

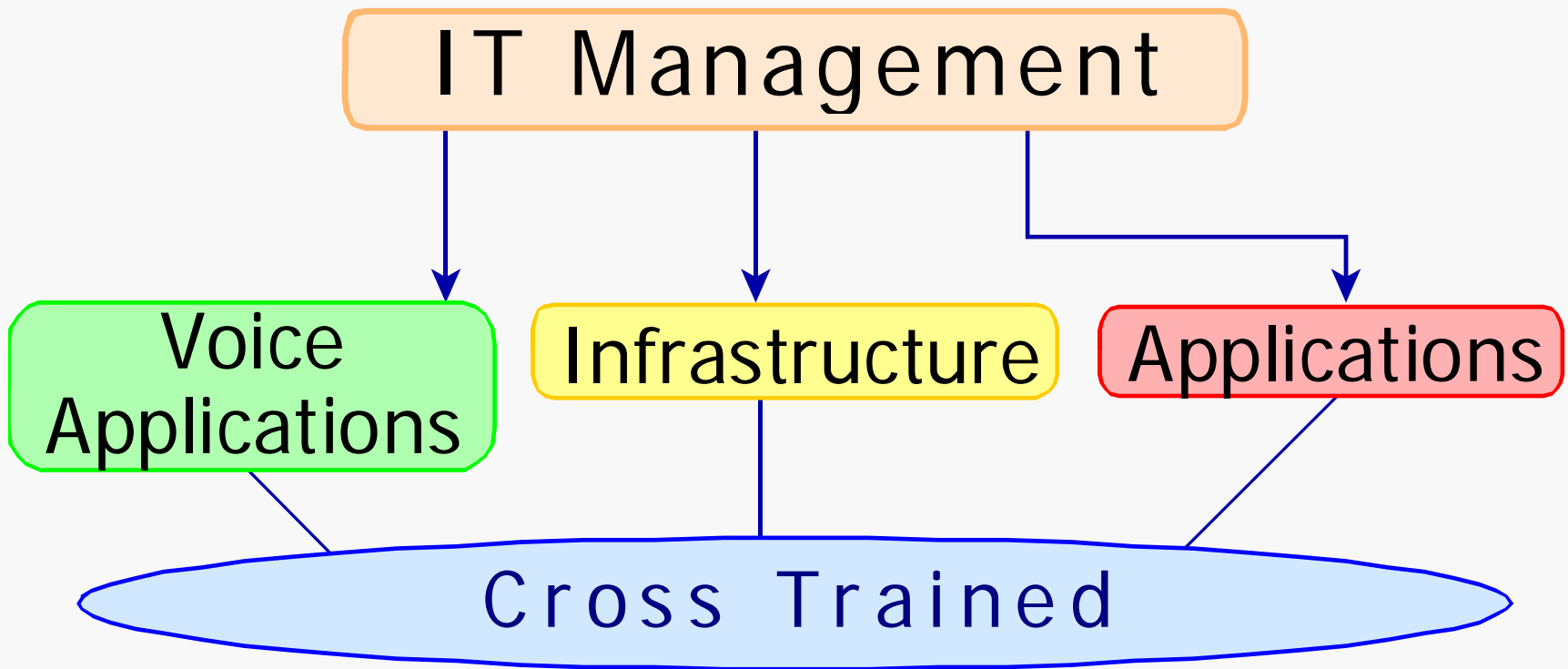
Managing Software

- Operating system
- Applications (features and functions)
- Non telephony applications
- Versions, releases and patches
- Keeping OS and applications coordinated among many sites

Application Residence



True Staff Convergence



New IT Responsibilities (1)

- Competitive voice carrier solicitations
- Carrier voice contracts
- Carrier invoices
- Charge back structures and operation
- Toll fraud
- Integrated voice/data help desk

New IT Responsibilities (2)

- Different maintenance considerations
- Small voice staff with large budget
- Regulatory compliance
- New security issues overlapping with physical security staff
- Multiple forms of wireless
- New management systems

Voice Infrastructure Specialist (1)

- WAN network management
- ***QoS classification, marking, queuing, policing, enforcement***
- ***Voice/data security***
- VLAN administration and management
- ***Power over Ethernet***
- ***Backup power (UPS)***

Voice Infrastructure Specialist (2)

- Cabling (Cat 1-6) and *legacy electrical signals*
- *Carrier trunking (T1, PRI, analog)*
- Wireless networks (WLAN, cellular)
- *Network performance assessment*
- *Performance and service level management*

Voice Application Specialist (1)

- Manage all servers (call, V-mail, apps)
- Manage call center (ACD, CTI, VRU)
- ***Support hard IP phones***
- ***Support softphones***
- ***Provide all PBX features and functions***
- ***Support VoIP gateways***

Voice Application Specialist (2)

- *Produce and manage VXML and SALT enabled applications*
- *Call quality monitoring and reporting*
- *Support extension mobility and hoteling*
- *Integrate application servers (Microsoft LCS and....)*

Resources

- “The Converged Organization”, BCR , August 2006
- “Future Proofing the IT Staff” parts 1&2 by Gary Audin at www.webtorials.com
- “Migrating to a Converged Network, Defining Your Support Requirements and Selecting the Right Professional Services Company” by Avaya