

Voice Plan for the Newark Campus Rutgers, The State University of New Jersey



Prepared by the Telecommunications Division
Enterprise Systems and Services
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Executive Summary

The Newark campus is presently considering a ten-year service contract with Nextira One for phone services. This agreement amounts to approximately \$7 Million in cost to the University over the contract period. This is a base cost which excludes Moves, Adds and Changes (MAC) that fall outside of the yearly allotment.

As a result of executing this contract with Nextira One, The Newark Campus will be completely separated from the University relative to phone services. This will preclude Newark from existing voice services, which include administrative support, call accounting and repair services. These are all services currently offered through the Voice services group within the Telecommunications Division (TD).

The “Island Effect” created by the Newark campus overshadows the benefits derived from entering into this agreement with Nextira One. This also fosters a distributed model for core telephony services.

Plan for Consideration

Currently, there is a live and recent ¹ proposal that advocates unified voice architecture throughout the University. Because of the magnitude of this proposal and its associated funding requirements, the overall effort will require several years to complete. The original plan excluded Newark due to its desire to remain independent of other Rutgers campuses.

The current proposal can be modified to include the Newark campus within the unified plan. This will allow Newark to benefit from the services that the Voice services group has to offer as well as be the recipient of a new voice system. All of this can be accomplished without entering into a ten-year service agreement that will only fragment core University services.

Caveats

In order to proceed, there are several criteria that need to be adhered to:

- Newark will need to continue paying toward existing services as well as into the voice clearing account.
- The Telecommunications Division (TD) will be responsible for design, project management and implementation of the new system.
- The Voice Services group will manage call accounting, repair services and vendor relations as appropriate.
- The Newark campus will be integrated into the overall architecture of the University for voice services.

¹ Voice Infrastructure Development Proposal
Prepared by TD June 9, 2005

Funding Assumption

This entire proposal is predicated upon approval of the original voice infrastructure plan. If new funding is made available to supplement or replace the voice clearing account, a portion of those funds will be allocated to this project in Newark.

Technology

The technology employed will be consistent with the direction and needs of the University. It is envisioned that a hybrid solution or quite possibly the current Nextira One solution could be utilized.