

# Transitioning Phone Services to the Cloud

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Cool Dude!

# Presenters

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# Current State



## *Analysis of your current system:*

- *What does your current system do well?*
- *What does your current system not do well?*
- *How many phone lines?*
- *How many phones?*
- *Trend data analysis (if you have it)*
  - Is your system growing or shrinking?
  - Is the number of calls increasing, steady, or decreasing?

# Future State

*What gaps in functionality do you have?*

*How will this system address your gaps?*

*What new features will a cloud solution bring to the table?*



# Softphone vs Desk Phone

*What are you going to support?*

*What is the safety requirements?*

*Are you going to support headsets if so what models?*

*Do you have the ability to support both options?*

*What are the phones that are supported by the cloud system?*

*Is the hardware manufacturer on the federal naughty list?*

<https://www.fcc.gov/supplychain/coveredlist>



The hard part!

# Compliance



*Kari's Law and RAYBAUM Act compliance*

<https://www.911.gov/issues/legislation-and-policy/kari-s-law-and-ray-baum-s-act/>

*How are you going to provide e911 Compliance?*



80's Flashback

# Analog Lines

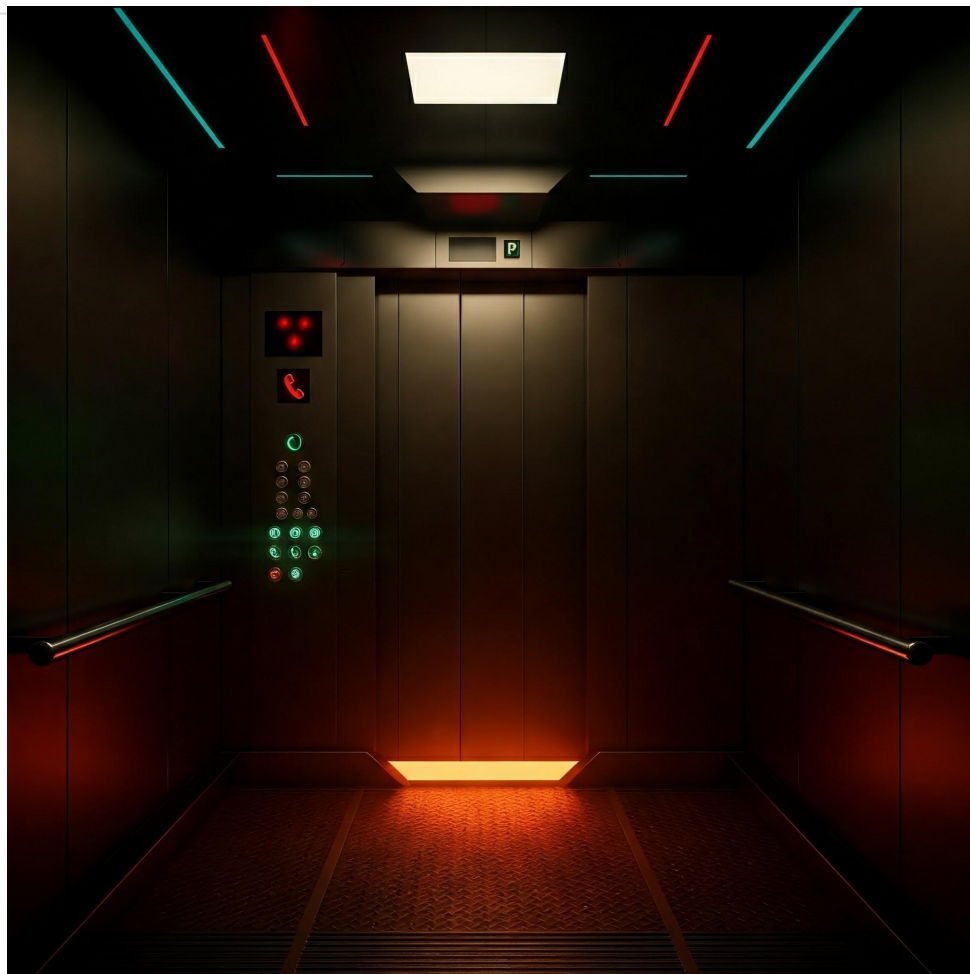
*The 80's is calling and want their  
Facsimile technology back*





# POTS

*Elevators  
Fire Alarm  
Burgler Alarm  
Area of Refuge  
Code Blue*



# Planning your migration

*What is your acceptable/optimal timeline?*

*Do you have to do a big bang rollout? If so why?*



*What is manageable for you and/or your team?*

*What professional services are available? How to they help with the workload?*

*How much hands on or remote help do you need?*

# Porting DID Numbers

*What numbers are you porting to the cloud provider?*

*What providers hold those numbers?*

*How much lead time does the port scheduling require?*

*How does professional services assist with the port?*

*What day of the week do you want to port?*

*Who has the final say on changes? Who could derail your scheduled port?*



What Are We Doing!

# Boise State's Path

*How and Why Boise State chose to move from on-premise Cisco to Zoom Phone in the Cloud?*



Adding Features for Users!

# What Are Some User Benefits?

*Increasing the amount of self service features available*

*SMS with your Work #*

*Improved experience*

*No more Cisco Webex Client*

*Desk Phone Choice*

*Improved Mobility*



# What are some IT benefits

*Simplified Administration*

*Reduction in POTS / Analog Lines*

*Reduction in VMware requirements*

*Fewer Contracts to Manage*

*Easier Integrations*





# **The future...**

# Questions