

## Outline for VoIP Implementation Workshop

### FULL OUTLINE

#### Process Overview

- System Selection
- Test Plan/System Testing
  - Old Features
  - Features to Abandon
  - New Features
- Migration Planning
- Staging
- System Cut-Over

#### Configuration

- Circuit Inventory
- Traffic Studies
  - Ehrlangs / CCS
  - Blocking
  - Quality Tolerance
- Routing
  - IP-IP, IP-PSTN, PSTN-PSTN
  - 911/Emergency Calls
- System Components/Requirements
  - Phone Sets
  - ACD
  - Paging
  - Announcements
  - Voice Mail
  - Calling Features
  - CTI
  - ACD
  - Music on Hold
  - Cabling
- Maintenance
- Reliability & Business Continuity
- Sparing Plan
- Multinational Considerations
  - Legal/Regulatory
  - Homologation

#### Environmental

- Power
- Space
- HVAC

#### Logistics

- Security
- Delivery

#### Processes and Procedures

- Enterprise
- Site
- End User

#### Maintenance

- In house
- Outsource
- Hybrid

#### Communications

- Facilities
- Security
- Finance
- End Users

#### Detailed Project Plan

- Execution
- Options & Alternatives
- Technician Training
- End-User Training

#### Conclusion

*"Frequently Asked Question (FAQ)-driven training gets right to the issues: no fluff, no waste of time. Just information."*

#### PROGRAM "AT A GLANCE"

**Program Type:** Workshop  
**Available to Public:** N  
**Available for Single Client:** Y  
**Program Length:** 2-5 days  
**Program Times:** 9:00 am - 4:30 pm  
**Lunch Provided:** N  
**Audience:** Medium to Large Organizations Implementing VoIP.  
**Prerequisites:** Planning, or preparing to plan, a large scale telephony/VoIP implementation/migra.  
**Difficulty Rating:** 4 out of 5 (!!!!).

#### PRINCIPAL PROGRAM DEVELOPER



**Andrée J. Greer**

As an independent consultant Andrée Greer routinely puts her quarter-century plus of telecom, network and security industry knowledge to work for her broad client base. Andrée's unique value comes in focusing on the interdependencies between technology and business and then crafting a customized, process-based action plan yielding savings of cost and time and other operational improvements. As Andrée points out "The technology must support the business goals of the client, otherwise all the client has is just a gadget with little or no contribution to the overall business objectives".