

IP Multi Media – IP Telephony & Video-Conferencing Workshop

The momentum created by the Internet continues to drive innovation. The use of Internet Protocol (IP) to manage Voice and Video communications has been available for some time but many organisations are wondering whether they should implement them, what the pitfalls are and how to avoid them.

We are offering a tailored workshop that will address this key area for businesses. While the subject area has substantial new technology, we will address this in a business context. The scope of the workshop and the matters it can address are outlined here.

We would configure the workshop in line with your prime interests whether Telephony, Video or both. We would produce a session that could be an appreciation of factors in half a day to an in depth session over 2 days that you could use to plan your project.

Business Case

Project Sponsor
Stakeholder objectives & expectations
Project steering group
Change in working practices – staff effectiveness
KPIs & metrics
Plan
Cost Benefit Analysis
Risks & Issues

Environment Assessment

Internal infrastructure capabilities, the network & elements
QoS, multicast & ACL
Security policy & Firewall
WAN capabilities

Solution Strategy

Demand model & related sizing
Convergence
Voice & data network unification
Unified messaging
Collaboration initiatives
Automatic Call Distribution
Soft 'phones
Picocells, Femtocells
Voice recording
Video Conferencing
Hosted & managed services
Centralised versus distributed architectures

Service Levels

Failure & business impact analysis
Redundancy & resilience
Supplier SLAs

Security

Security policy review
Voice & data security classifications
Authentication & Encryption
Firewall capabilities & support
Operational support procedures
WAN: mechanisms & protocols (VPN, MPLS, IPSEC)

Supplier

Capabilities and credentials (infrastructure to solutions)
Requirements definition (RFI, RFP)
Role & responsibilities (design, project management)
Evaluation
Statement of work
Contract & SLAs

Training

Scope of organisational change
Plan
User documentation & Help
Role in testing

Migration

Principal risk
Strategy
Pilot
Plan of procedures
Support

Service Support

Role of supplier
Moves, adds & changes
Fault logging & rectification management