Ivy+ Telecom at Yale

- Organizational Changes
- Voice - Carrier Transition
- Data - External Connections
- Image - Student Cable Project
- New Initiatives
- Rates

Changes in the IS Framework

PROCESSES / PRACTICES	Discovery	Delivery	Service	Support	Integration
Academic					
Office					
VDIN					

SUPPORTING WORK

VP/IS
Competency Group
ABST

Current Organization

Changes in the IS Framework

PROCESSES / PRACTICES	Discovery	Delivery	Service	Support	Network and Telephone Service
Academic					
Office					
Architecture and Infrastructure					

SUPPORTING WORK

VP/IS
Competency Group
ABST

Changes in the IS Framework

PROCESSES / PRACTICES	*Discovery*	Delivery	Service	Support	Network and Telephone Service
MITCET — Academic					
ASPCC — Office					
ITAG — Architecture and Infrastructure					

Discovery Council

SUPPORTING WORK

VP/IS
Competency Group
ABST

New Organization

MIT–IS Customer Satisfaction Survey

Service Areas	% Satisfied
Desktop Computing	84%
Network Services	77%
Software Support	75%
Telephone	71%
Network Connections	70%
Communications	68%
Help Services	60%
Training	58%
Hardware Support	56%
Consulting	54%
Remote Access	48%

IS INITIATIVES ADDRESSING THESE ISSUES:

- 100 Mb/s to the desktop
- Communicating with customers
  - IS web page redesign
  - Competency-building workshops
- VDIST
  - Work to decrease process time for installations; increase communication about status of installations
- SWRT
  - Increase communication and reduce cycle-time between public release and MIT availability
- Help Desk/Call Center
  - Increase coverage by staff; reduce wait time; increase percentage of calls answered
- Remote Access
  - Decrease price on July 1; work to identify other connectivity options

Voice - Carrier Transition

- Student - AT&T/ACUS >>> PaeTec/CampusLink
- IntraLATA - Verizon >>> PaeTec
- InterLATA - AT&T >>> Qwest
- International - AT&T >>> PaeTec
- Calling Card - AT&T

Data - External Connections

- Commodity
  - Genuity FDDI >>> Genuity OC3
  - >>> Cignal OC3 (with Harvard)
- Internet2
  - Abilene/NoX OC12 (with Harvard)
  - vBNS DS3 (with Harvard)
- Dialup Internet Access - PaeTec

Image - Student Cable

- Currently AT&T Broadband
  - Analog video to our head end
  - Set top boxes from AT&T
- Proposed
  - Digital video via satellite
  - Set top boxes direct from new vendor
  - Subscription and PPV via Web

New Initiatives

- 5ESS upgrade - $10M
- Single mode fiber overlay - $3M
- Wireless - $1.5M
  - 300 access points in classrooms, libraries, etc.
  - Lucent AP-1000
  - DHCP access control

Rates

- Telephone usage rates changed last July
- Telephone and network monthly and NRC change this July
- New model for collecting costs
- Next rate change in July 2003