Harvard University
Ivy Plus at MIT

April 28, 2007



Telecommunications Current State

End of June 07

Centrex, 5ESS: 30K lines (no change)
Octel Aria 350: 21K boxes (+3.8%)
Wireless: 2K VzW + AT&T & Sprint Nextel
MAC Activity: 10.1K (-21.9%)
SMS emergency notification: 13K
Repairs: 2.9K (+1.4%)
Operator Calls: 329K (-8.9%)
ACD calls (I3): 1.7M (+47.9%)
Usage minutes: 33.4M (-3.5%)
Wired Jacks: 54K (+3.8%)



Highlights – FY07 Projects

Legacy Operator system replaced (I3); Operator mgmt, staffing, hours revised

FAS fiber project completed

Operations:

- Red Phone Project
- IRS Cell phone policy …
- In Building Radio Distribution
- Emergency SMS implemented
- Emergency Preparedness
- On-line service ordering implemented
- Audio conference/Calling card program changes

Video:

- Legacy HITS migrated to Harvard Video Network (HVN)
- New IPTV head-end implemented
- Video streaming events
- 6 HVN live channels added



What's Keeping us busy in 2008?

Legacy Migration Effort in progress, Emergency communications: Deploy Message Me

Operations:

- –Cellular: Implement Campus-wide IBRD
- –SMS enhancements
- –VoIP elimination
- –ORM conversion for Back Bay & Brighton: 600 end users
- –Call Center: Upgrade, expand, new FY09 rate model
- –Identity Mgmt (IdM): Integrate with telecom operations (Harvard operators, on-line listings, printed books, new contact tool-MIDAS)
- –Exchange and AD – Implement within Central Admin
- –New sites in Somerville and Allston
- –Video Stream University events



The Next Few Years…..

A new campus in Allston (contiguous to HBS) – 50 year build out planned

Infrastructure for communications

First Science complex – 2011

HLS Northwest Corner – 2011

Northwest Lab - 2009

Replacing legacy telecom w/IP platform



Legacy Telecom Strategy

Develop a Strategic Plan that looks out 3, 5 and 10 years
- Ensure the IP replacement integrates with existing infrastructure
- Build a platform that is flexible and adapts to a changing environment

Approach
- Retain industry specific consulting group
- Develop scenarios that look out 10+ years
  - Identify internal, local & global certainties, unknowns and variables
  - Interviewed school CIOs, Key HU service providers and IT staff

Current Progress
- Scenarios are complete
- Developing high-level work plan

Next Steps:
- Confirm plan and user's requirements
- Identify proof of concept and deploy
- Plan to issue RFI in 09

- Survey participation requested

