

**Quality Issue:** VoIP Migration

**Date:** 9/4/2013

**Group Lead:** Grootveld

**Team Members:** Mark Grootveld, Alon Klekner, Mike Vaclav, Doug Stephens

<p><b>Issue Description:</b> Migrate the Ames Laboratory phones to the ISU VoIP system.</p> <p>All digital phones have been migrated.</p> <p>Remaining analog phones (200+) to be migrated, in an orderly manner, by July, 2014.</p>	<p><b>Countermeasures:</b></p> <ol style="list-style-type: none"> <li>1. Train Alon in phone procedures and protocol.</li> <li>2. Identify rooms requiring additional jacks.</li> <li>3. Initiate work order to install jacks.</li> <li>4. Identify groups of phones to migrate, approx. 15 - 20 at a time.</li> <li>5. Coordinate migration of each group with ISU, Ames Lab IS, Facilities and Users.</li> </ol>
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<p><b>Goal:</b> Have all phones converted and operating by July 1, 2014.</p>	<p><b>Implementation:</b></p> <table border="1" style="width: 100%;"> <thead> <tr> <th>Item #:</th> <th>Description</th> <th>Who</th> <th>When</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Identify rooms requiring additional jacks.</td> <td>Vaclav</td> <td>9/30/2013</td> </tr> <tr> <td>2</td> <td>Initiate work order to install jacks.</td> <td>Vaclav</td> <td>10/1/2013</td> </tr> <tr> <td>3</td> <td>Identify groups of phones to migrate, approx. 15 - 20 at a time.</td> <td>Vaclav</td> <td>12/2/2013</td> </tr> <tr> <td>4</td> <td></td> <td></td> <td></td> </tr> <tr> <td>5</td> <td></td> <td></td> <td></td> </tr> <tr> <td>6</td> <td></td> <td></td> <td></td> </tr> <tr> <td>7</td> <td></td> <td></td> <td></td> </tr> <tr> <td>8</td> <td></td> <td></td> <td></td> </tr> </tbody> </table>	Item #:	Description	Who	When	1	Identify rooms requiring additional jacks.	Vaclav	9/30/2013	2	Initiate work order to install jacks.	Vaclav	10/1/2013	3	Identify groups of phones to migrate, approx. 15 - 20 at a time.	Vaclav	12/2/2013	4				5				6				7				8			
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<p><b>Root Cause Analysis:</b></p>	
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