

## MUNICIPAL YEAR 2014/2015 REPORT NO.

### REPORT OF:

Director of Finance Resources  
and Customer Services

Contact officer and telephone number:

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<b>Agenda – Part:  </b>	<b>Item:</b>
<b>Subject:</b> Unified Communications Phase 2	
<b>Wards:</b> All	
<b>Cabinet Member consulted:</b>	

### 1. EXECUTIVE SUMMARY

The following sites are to be transitioned to Lync and fixed/mobile lines as phase 2 of the Lync telephony project to replace and decommission the old LBE Siemens telephony system. Sites with over 20 staff will be installed with resilient radio wide area links. Sites with less than 20 staff will revert to fixed lines and mobile devices in the event of their primary connection failing, some will not migrate to Lync. Relevant sites will receive new infrastructure (routers/cabling) and appropriate configuration (QoS).

EPSC (Claverings)	WAN
Community House	WAN
Green Towers	Fixed line/mobile
Enfield Town Library	WAN
Unit 12 (Claverings)	WAN
Pine Lodge	Completed under phase 1
Rowan Court	Completed under phase 1
Unit 31 Edmonton	Fixed line/mobile only, no migration
Swan Annex	Fixed line/mobile only, no migration
Curlew Annexe	Fixed line/mobile only, no migration
58 \ 60 Silver Street	WAN

Palmers Green Library to be commissioned under refurbishment project  
Enfield Business Centre to be commissioned under refurbishment project  
Chase Farm Hospital removed from scope  
North Middlesex Hospital removed from scope

### 2. RECOMMENDATIONS

That Phase 2 of the Lync telephony project should proceed in line with the Low Level Design Document, Unified Communications Implementation Phase 2, and funding should be released totalling £474,040.47 capital and £2,938.46 Revenue as specified in (6.1).

### 3. BACKGROUND

- 3.1 The Council is currently in the process of migrating its current telephony services away from the existing 17 Node Siemens iSDX estate and onto the newly implemented Microsoft Lync Unified Communications platform delivering the full suite of collaboration tools to the Council's employees. The initial phase (1) of the project has now been completed with a significant proportion of the estate using services delivered from the Council's Microsoft Lync platform.

Phase 2 of the migration programme will entail the further migration of telephony services on to the Microsoft Lync platform and to provide the capability to completely decommission the Siemens iSDX estate and for the Council to realise the potential savings both financial and office space that are currently associated with the Siemens iSDX estate

The Lync migration will follow the same steps as the methodology used successfully in Phase 1 of the project and will be applied to each site in turn.

- Prior to each migration, office champions and Management are contacted to ascertain the voice requirements of the site and site specific Training arrangements are also agreed at this stage.
- Solutions are designed and presented to Management/ owners of specific service.
- Prior to the migration Desktop engineers deploy the Lync client to desktops
- Staff are provided a choice of Corporate Handsets/headsets and are given to users before migration day.
- The Lync elements such as response groups, call groups, are configured.
- Numbers from the Siemens legacy telephony system are routed via script through to Lync.
- The user migration is started.
- User call routing is tested
- Response groups are configured and tested. Common area phones are configured and tested.
- Response group owners are sent information regarding configuration and user management.
- Post migration support for users is given via desktop engineers and fine tuning of the response groups call groups are made by the Lync Consultant if necessary.
- 4 weeks after migration the DDI's are ported to Gamma by Azzurri [ Seamless to End Users]

3.2 The cost layout of the phase 2 programme is as follows:

Scope	Cost
Phase 2 Design (1055.1 UC Phase2 SoW v1.2.docx)	£66,259.00
Phase 2 Siemens Decommissioning	£27,924.88
Phase 2 (Unified Communications Phase 2 – LLD v1.1)	£379,856.59
<b>Totals</b>	<b>£474,040.47</b>

Annual Costs

Annual Costs	
Datavilla wireless device support and maintenance.	£2,938.46
	<b>£2,938.46</b>

**4. ALTERNATIVE OPTIONS CONSIDERED**

As this is phase 2 of a major existing infrastructure project it is not appropriate to reconsider the solution.

**5. REASONS FOR RECOMMENDATIONS**

It is important to progress this work in order to realise the benefits of decommissioning the old LBE Siemens telephony switch(es). Lync has been identified as the best way forward for LBE to provide an integrated communications solution for Council staff. This proposal is put forward as a cost effective design for phase 2 of the project.

**6. COMMENTS OF THE DIRECTOR OF FINANCE AND CORPORATE RESOURCES AND OTHER DEPARTMENTS**

**6.1 Financial Implications**

There is adequate funding in the IT Investment Reserve for the total project cost of £477k.

**6.2 Risk Management Implications**

The proposals in the Low Level Design document include resilience options for all sites in the event of primary telephony link failure.

**6.3 Legal Implications**

Section 111 of the Local Government Act 1972 gives a local authority power to do anything (whether or not involving the expenditure, borrowing or lending of money or the acquisition or disposal of any property or rights) which is

calculated to facilitate, or is conducive or incidental to, the discharge of any of its functions. The implementation of Phase 2 of the Lync telephony project proposed within this Report is incidental to the functions of the Council's departments and will ensure an effective support to the Council. In addition, the general power of competence in s.1 (1) of the Localism Act 2011 states that a local authority has the power to do anything that individuals generally may do provided it is not prohibited by legislation and subject to Public Law principles.

This work will be carried out by Serco under the Council's corporate IT contract which has already been tendered in accordance with European procurement regulations. The client has confirmed that this work is within the scope of the Council's corporate IT contract with Serco. Any additional contractual documentation to implement the work must be in a form approved by the Assistant Director of Legal Services.

As the proposal within this Report is a Key Decision, then the rules relating to Key Decisions must be followed.

**6.4 Property Implications**

None

**6.5 IT Implications**

The whole report deals with the upgrade of the IT telephony infrastructure and is intended to improve the overall IT telephony installation and operation.

**6.6 Performance Management Implications**

None

**Background Papers**

None