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# VOIP TELEPHONY SYSTEM IMPLEMENTATION PRJECT

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Management of Technical Project Assignment



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G20170105

**Charter Worksheet of VoIP Telephony System Implementation****Project Mission**

To implement VoIP telephony by install and configure high standard an IP PBX, configure IP phones for users, and configure external telephony connection to enable incoming call from and outgoing call to external user.

**Project Scope**

This project covers:

- Install and configure IP PBX
  - Incoming call scenarios:
    - All incoming call to 3 of hotline numbers (023 xxx xxx), 012 xxx xxx, and 096 xx xxx xx:
      - Prompt “Welcome to...”, (user can dial an extension to talk with a specific user directly)
      - After welcome prompt, route all incoming call to Customer Care team, (list will be provided)
      - If there is no answer after 1 minute, prompt “Sorry...”, then disconnect the call
    - Create short number (9999) for internal user to contact IT Support team, (list will be provided)
  - Outgoing call
    - Any outgoing call to any local number belongs to the same provider of 012 xxx xxx must use 012 xxx xxx trunk & caller ID to establish the call, and the same thing to 023 xxx xxx
    - Any outgoing call to any local number, or international call, must use 096 xx xxx xx trunk & caller ID
    - To make international call, user must dial in the format [168][international format of 096 xx xxx xx provider]
    - International call is allowed only for VIP user, (list will be provided)
  - Record all incoming to / outgoing from Customer Care Team
  - Set up time based rule base on working hours (8:00 to 20:00 Monday to Friday, 8:00 to 12:00 Saturday), and ask caller to leave voice mail for call that is not in working hours
  - Send all voice mail from customer to [customer.care@xxx.com](mailto:customer.care@xxx.com)
- Configure 120 IP phones for HQ, and 8 branches
- User and administrator training

**Project Objectives**

To improve the telephony operation & communication with:

- Intelligent incoming & outgoing call routing based on caller need
- Responsive interaction with caller both working or nonworking hours, always response
- Call recording to improve customer care service

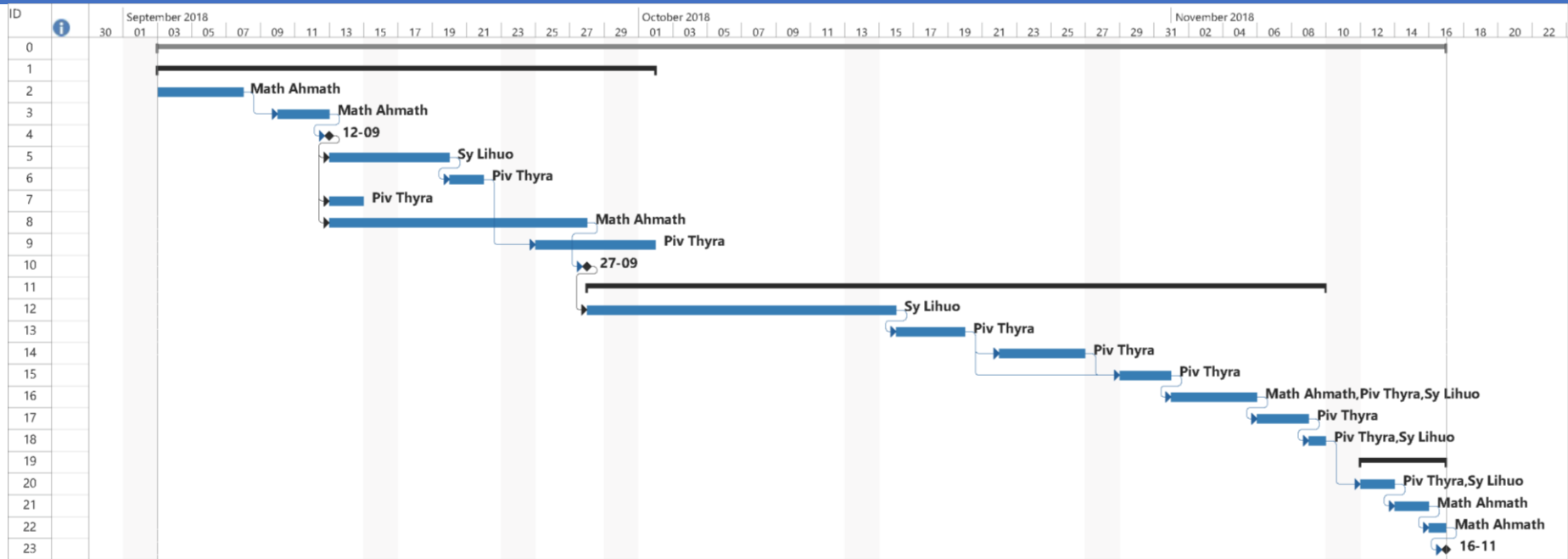
<ul style="list-style-type: none"> <li>- Receive voice mail from customer</li> </ul>
<b>Project Assumptions</b>
<ul style="list-style-type: none"> <li>- The current telephony system is old, subject to breakdown, non-standard and need to be replaced</li> <li>- The current telephony system has little flexibility</li> <li>- There is pent up demand from staff and customers for a new system</li> <li>- A new system will save operating costs.</li> <li>- A new system will enhance the customer experience</li> <li>- Sufficient budget</li> </ul>
<b>Project Constraints</b>
<ul style="list-style-type: none"> <li>- The increment of IP device will have impact on IT department and resource</li> <li>- Need to modify or extend IP network</li> <li>- Need IT staff specialize at VoIP telephony</li> </ul>
<b>Project Phases</b>
<ul style="list-style-type: none"> <li>- Phase1: Project initiation</li> <li>- Phase2: Project planning</li> <li>- Phase3: Project execution</li> <li>- Phase4: Project monitoring and control</li> <li>- Phase5: Project Closure</li> </ul>
<b>Mile stones</b>
<ul style="list-style-type: none"> <li>- Documentation</li> <li>- Equipment delivery</li> <li>- Installation and configuration</li> <li>- Testing and commissioning</li> <li>- Promoting system into production</li> <li>- User and administrator training</li> </ul>
<b>Project Risks</b>
<ul style="list-style-type: none"> <li>- External connectivity compatibility</li> <li>- Internal networking restriction may impact telephony features</li> <li>- Adding additional complexity to the network may impact other existing internal services</li> <li>- User experience</li> </ul>
<b>Stakeholders</b>
<ul style="list-style-type: none"> <li>- Sales person</li> <li>- Solution engineer</li> <li>- Specialist engineer</li> <li>- Procurement</li> </ul>

<ul style="list-style-type: none"> <li>- Customer IT department</li> <li>- Customer business management</li> <li>- Customer Care Service team from customer side</li> <li>- Customer telephony users</li> <li>- External telephony providers</li> </ul>
<b>Signature Page Granting Authority to Proceed</b>
Project Sponsor Signature:
Project Manager Signature:

Completed Priority Matrix for the Project				
Constraint	1	2	3	Measurement
<b>Time</b>		*		The whole system implementation must be completed before September 31 this year.
<b>Cost</b>			*	Costs for the project must not exceed \$25,000.00
<b>Quality/Scope</b>	*			The system must be able to use by 200 telephony users, manageable call route, call conference, IVR, call recording, voice mail, call queue, time based incoming call response.

Potential Stakeholders of the Project	
<b>Stakeholders Inside the Team</b>	
<ul style="list-style-type: none"> <li>- Sales person</li> <li>- Solution engineer</li> <li>- Specialist engineer</li> <li>- Procurement</li> </ul>	
<b>Stakeholders Within the Walls the Organization</b>	
<ul style="list-style-type: none"> <li>- Customer IT department</li> <li>- Customer business management</li> <li>- Customer Care Service team from customer side</li> <li>- Customer telephony users</li> </ul>	
<b>Stakeholders Outside the Organization</b>	
<ul style="list-style-type: none"> <li>- Government</li> <li>- External telephony providers</li> </ul>	

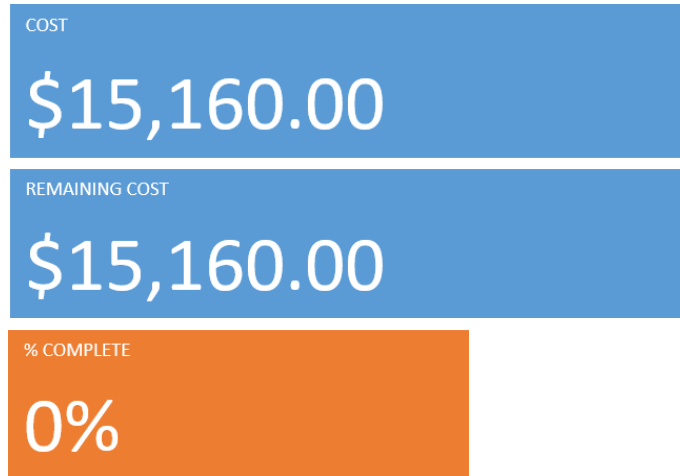
Work-Plan (Gantt Chart)



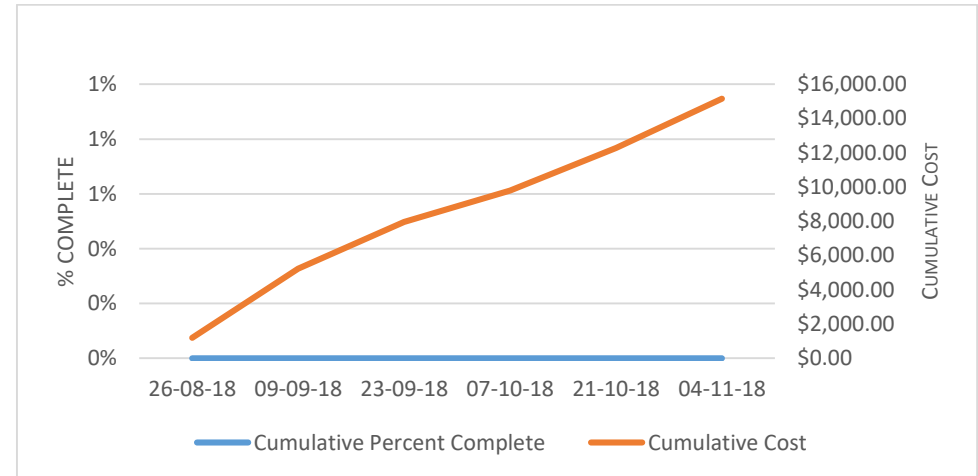
Task		Group By Summary		External Milestone		Duration-only		Deadline	
Split		Rolled Up Task		Inactive Task		Manual Summary Rollup		Progress	
Milestone		Rolled Up Milestone		Inactive Milestone		Manual Summary			
Summary		Rolled Up Progress		Inactive Summary		Start-only			
Project Summary		External Tasks		Manual Task		Finish-only			

Budget Summary

Resource Stats



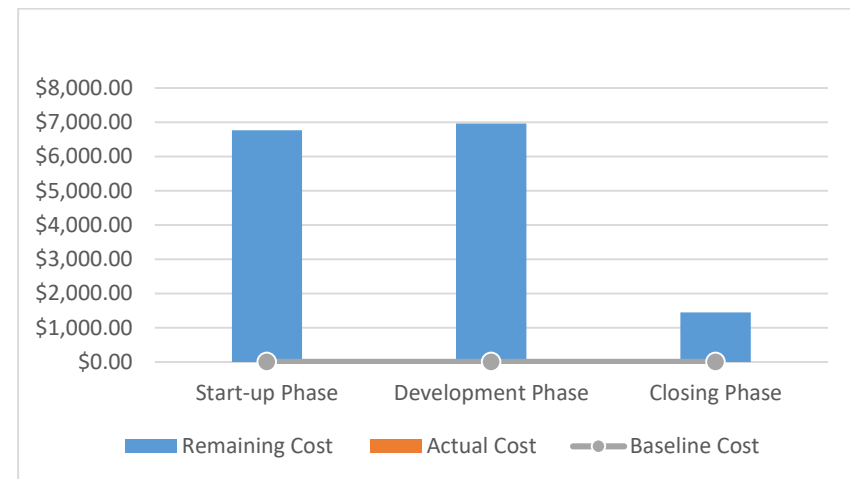
PROGRESS VERSUS COST



COST STATUS

Cost status for all top-level tasks.

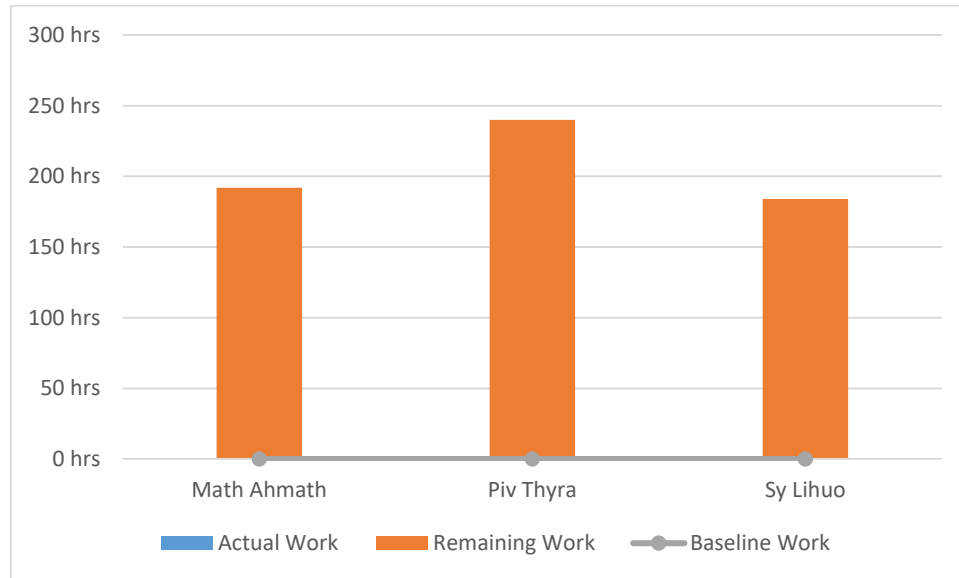
Name	Actual Cost	Remaining Cost	Baseline Cost	Cost
Start-up Phase	\$0.00	\$6,760.00	\$0.00	\$6,760.00
Development Phase	\$0.00	\$6,960.00	\$0.00	\$6,960.00
Closing Phase	\$0.00	\$1,440.00	\$0.00	\$1,440.00



**Project Resources**

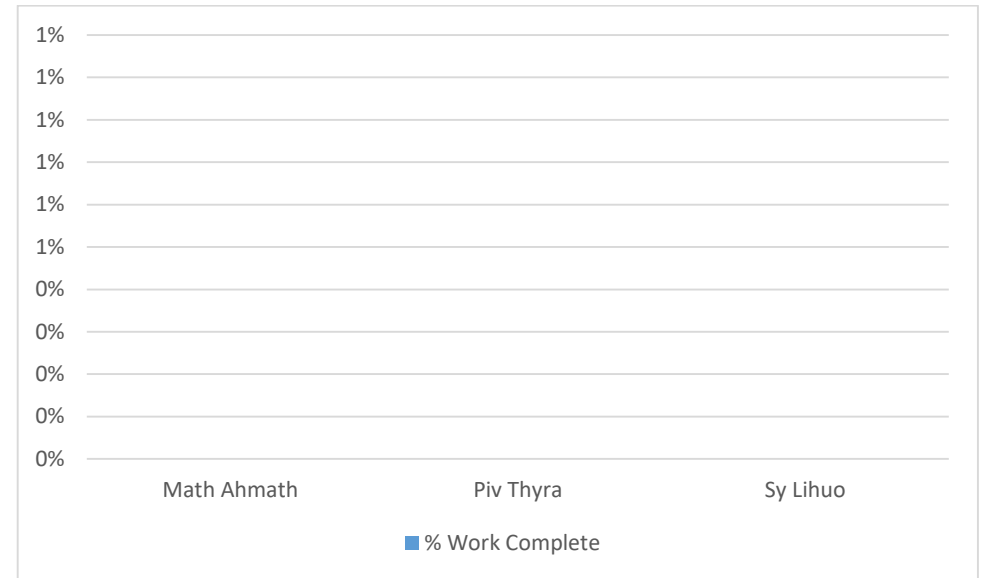
**Resource Stats**

Work status for all work resources.



**Work Status**

% work done by all the work resources.



**Resource Status**

Remaining work for all work resources.

Name	Start	Finish	Remaining
<b>Math Ahmath</b>	Mon 03-09-18	Fri 16-11-18	192 hrs
<b>Piv Thyra</b>	Thu 13-09-18	Tue 13-11-18	240 hrs
<b>Sy Lihuo</b>	Thu 13-09-18	Tue 13-11-18	184 hrs
<b>VoIP Equipment</b>	Thu 27-09-18	Mon 15-10-18	Complete set

**Risk Management**

Risk	Solution to Mitigate the Risk

### RACI Chart

Project Item	Responsible	Accountable	Consulted	Informed
Develop technical proposal with budget				
Submit and negotiate the proposal				
Sign of the project agreement to start				
Gather detailed requirement from the clients				
Design architecture diagram				
Develop detailed action plan				
Collect government permission				
Solicitation for purchase of equipment				
Purchase order the required equipment				
Receive the equipment with quality check				
Install IP PBX Server				
Configure IP PBX server				
Configure IP phone (120 sets)				
Test phone and server				
Fix the error/ bugs as per test result				
Ready for delivery				
Delivery equipment to customer side				
Training Users and Administrator				
System launching ceremony				
Closure				