OCIO University Communications Team  
Responsibilities, Services, Metrics and Statistics

The MUSC University Communications Team, UCT, is responsible for the installation, maintenance and upgrades to the MUSC campus telephone infrastructure including the main processors, Port Node Cabinets, the many associated adjunct systems, and voice mail. UCT provides telecommunications service for all MUSC faculty, staff and students, which includes the Medical Center, the University, MUSC Physicians, and Carolina Family Care.

The primary goal of the University Communications Team is to design, maintain, monitor and operate the telecommunications infrastructure and services which fully support the mission of MUSC and its core focus on education, patient care and research.

UCT functions within the organizational structure of OCIO Information Services, led by the Chief Information Officer, Dr. Frank Clark. UCT reports to the OCIO Director of Infrastructure Services, Kurt Nendorf.

Telephone infrastructure is a highly critical system that is the primary form of communication and is crucial to the enterprise operation. UCT works closely with the end users to provide a wide range of services revolving around telecommunications. UCT also is the liaison between the departments and cellular providers and provides the services of ordering, programming, troubles, insurance, plan monitoring and billing.

Another service that is handled by UCT is the Data Circuit Requests. UCT manages all aspects of low voltage wiring from the day to day orders to very large projects.

Team members:

- **Vince Dibble** Manager
- **Barbara Bradham** Program Coordinator I
- **Pam Grady** Communications Specialist II
- **Janet Infinger** System Analyst I
- **Lori Solado** System Analyst I
- **Billie Snyder** System Analyst I
- **Ronald Tolliver** Communications Consultant I
- **Keith Beeks** Sr System Analyst
2013 OCIO University Communications Team Telephone System

Statistics (MUSC Telephone System)
Telephones deployed in 110 buildings on a 26 acre main campus.
Active lines > 16,039
Number of Call Manager Servers > 3 (Primary, Secondary, and ESS)
Number of equipment rooms > 14
Number of Port Node Cabinets > 26
Number of trunk line (in and out of campus) > 30 PRI’s
  240 - DID (Direct Inward Dial)
  216 - DOD (Direct Outward Dial)
  72 - Two Way (In and Out Dial)
  96 - Out Bound 1 Plus Long Distance
  48 - 800 Out Dial
  48 – In Bound Toll Free
  1 - IP Tie Trunk (24 Channels) to USC Columbia
  48 – Direct lines to State PBX located at the College of Charleston
Number of active lines per Full Time Employee > 4,010
Number of FTE’s dedicated to voice support > 4
Annual cost per active line > $89.79

Statistics Voice Mail
Number of mailboxes > 5,236

Statistics Active Lines by Type
  Analog – 5,549
  Patient (Analog) – 554
  Digital – 5,266
  VoIP – 2,619
  VoIP Wireless – 896
  Vector Directory Number – 384
  Soft Numbers – 315
  Meet-me-Conference – 21
  Expanded Meet-me-Conference – 35
  Hunt Groups – 113

Cellular Devices Supported
Number of corporate cellular devices > 1,439

Data Circuit Request
Number of orders processed in 2012 > 1,588
Number of large projects last year > 68
University Communications Team List of services

1. Telephone Infrastructure Support – Maintains and administration on all telephone equipment and adjuncts. Perform updates and upgrades to servers, circuit packs, and applications. Monitor and manage trunks, monitor system for alarms and take action when needed.
2. Telephone Service Orders – Orders are submitted on line for all adds, moves, changes, and disconnects. UCT reviews each order received for accuracy and to make sure orders contain a viable billing account number. Work is then scheduled and performed.
3. Telephone Troubles – Trouble calls a phone into the main number for UCT or they can be sent to a shared email addressed. UCT assist the users in an attempt to fix the problem. If necessary a technician is dispatched. UCT works with the end user and technician until the problem is resolved.
4. Wifi (wireless IP) Phones – Provision, configure, and delivery of wireless IP phones used throughout the organization. UCT works assist users with broken phones and replacements.
5. Conference Calls – UCT manages and administers basic and expanded conference bridges.
6. Automatic Call Distribution (ACD) Support for Call Centers – UCT helps call centers with design and setting up call centers and main answering points. We design vectors and record announcements.
7. Voice Mail (Modular Messaging) – UCT administers mailboxes for end users and set them up, so messages are sent to their Exchange mailboxes.
8. Long Distance – We work with the State Contract vendor on all aspects of long distance. We monitor trunks and add more if / when needed. UCT works with the vendor to solve issues that arise.
9. CentreVu Supervisor (CMS) Administration, Training, and Support – The Call Management System (CMS) is a server/application that is used by call centers for call reporting. This system collects information on calls going into a call center that can be used for monitoring workloads, developing business cases, and estimating staff levels required. CentreVu is the client used by supervisors to obtain reports, both live and historical.
10. Stancil Call Recording Administration and support – Stancil is a call recording system used by Public Safety and other calls centers. It records calls that can be used as evidence for Public Safety and training purposes for other call centers. UCT is the point of contact for new servers, and
11. End User Training – UCT is end user training for all aspects of telecommunications. This includes proper telephone usage, voice mail, CentreVu software, and ACD’s to name a few.
University Communications Team List of services (cont.)

12. WAN Site Support – UCT orders the circuits used at WAN sites for both telecommunications and network connectivity. We support 43 remote sites for VoIP telephony and voice mail.

13. Telephone Billing – UCT is the central point for all telephone billing. We use our VeraSmart Call Accounting System to charge back customers for services. UCT receives invoice from vendors, pays them and the recovers these cost from the departments.

14. 911 Pinpoint – UCT administers the 911 system used for emergencies. We update this system daily as phones are added, moved, or disconnected.

15. Cellular Devices – UCT acts as the liaison between the departments (both MUHA and University) and cellular providers. We take orders from the departments and then order what is requested from the provider. UCT receives devices, preps them for delivery, and then train the users on how they work when they pick them up. UCT also administers a self-maintenance program on devices, which has proven to save the institution money. We also monitor plans and usage and have consolidated into a pool of minutes to reduce costs and prevent overage charges.

16. Data Circuit Requests – UCT is the point of contact for all low voltage cabling. Users submit orders online and we work with technicians to complete orders for day to day requests and even very large orders.

17. Low Voltage Coordination and Implementation – We work with both MUHA and University Facilities group on large projects. We design and install structured cabling to be used for voice and data connectivity. We attend all construction and renovation meetings for coordination during the project. We also install cabling for other low voltage systems like security, nurse call, environmental control, and more.

18. Consulting Services – UCT offers all kinds of consulting service to ensure departments are making the best out of the technologies available to them. This consulting service is free to all of our customers and ranges from call center design and redesign, structured cabling, or just to reorganize how calls are delivered and covered as they flow into the departments.
Individual team member responsibilities

Vince Dibble, Manager of Telecommunications and Network Services
- Manages all aspects on both UCT and NST
- Design, implementation and support of a large corporate telephone system and data network
- Plant cabling (fiber and copper) design, installation and maintenance
- Vendor management
- Cost containment / reduction
- Administrative duties that go along with a managerial position
- UCT Wiki – design, administration and maintenance
- Switch administration – for trouble shooting issues and monitoring trunks
- Maintenance control and management
- SCLR Network design, implementation and upgrades
- Policies and Standards – creation, maintain, and enforcement
- Disaster planning
- Asset management
- Consulting, equipment review and recommendation, project support
- Evaluate and purchasing telephony and network infrastructure equipment
- Telephony support 24x7x365 for the Enterprise

Telephone System Support

Lori Solado, System Analyst I
- Advanced switch administration - Create & Maintain vectors, auto attendants, agent logins, announcements & anything else associated with vectors
- Basic switch administration - Programming for adds, moves, changes, disconnects, and trouble calls
- CentreVu Supervisor (CMS) administration / training - Keeps the data in CMS up-to-date, administer user permissions, train, and assist in interpreting reports
- Advanced Modular Messaging (voice mail) Administration - Reporting information from Frontend Database (FEDB), moving services from MAS to MAS as needed, Message Waiting Indicator (MWI) problems, upgrades, and working with users on web interface settings
- Basic Modular Messaging (voice mail) Administration - Adds, changes, removal, and troubles (including password resets)
• VeraSMART / Telephone billing (Call Accounting System) - Create & Maintain vectors, auto attendants, agent logins, announcements & anything else associated with vectors
• Avaya Maintenance – Calls in trouble calls and works with Avaya engineers to resolve issues.
• Stancil Recording System - Liaison with Audio Data Systems and departments utilizing Stancil Recording Equipment. Troubleshoot any problems that may arise. Coordinate setting up new accounts with department, our technicians & Audio Data Systems, and make all programming changes
• Billing – Processes customer billing for port charges, Centrex and Long Distance
• Training for End Users - CMS/CentrVu, Modular Messaging, agents logging in, and misc. training for team members
• Answering Main number 9980 - Talking calls and answering customer questions and logging trouble calls, assisting users with billing or general issues
• Compiling data and running reports as requested
• Manages content on team (public) website

Janet Infinger, System Analyst I

• Some Advanced Switch Administration - Create & Maintain vectors, auto attendants, agent logins, announcements & anything else associated with vectors
• Basic switch administration - Programming for adds, moves, changes, disconnects, and trouble calls
• Basic VeraSmart (Call Accounting System) Administration - Add or remove records when completed Telephone Service Orders
• Basic Modular Messaging (voice mail) Administration - Adds, changes, removal, and troubles (including password resets)
• Wireless IP Phones (Backup) - Switch admin for Adds, moves, changes, disconnects, troubles, RMA's, etc.
• Billing – Receives, reviews and processes vendor invoices (AT&T, Spirit, & Comcast)
• 911 Pinpoint - Update 911 Pinpoint database with location changes generated by telephone service orders for adds, moves, changes, and disconnects
• WAN Site Support - Meeting with customers, ordering special circuits, etc.
- Answering Main number 9980 - Talking calls and answering customer questions and logging trouble calls, assisting users with billing or general issues
- Data Circuit Requests - Orders received entered into Remedy, working with cabling contractor for dispatch
- Billing – Sometimes processes monthly billing to end users and issues payment to cabling contractor

Billie Snyder, System Analyst I
- Wireless IP Phones (Primary) - Switch admin for Adds, moves, changes, disconnects, troubles, RMA's, etc.
- Basic switch administration - Programming for adds, moves, changes, disconnects, and trouble calls
- Basic VeraSmart (Call Accounting System) Administration - Add or remove records when completed Telephone Service Orders
- Basic Modular Messaging (voice mail) Administration - Adds, changes, removal, and troubles (including password resets)
- 911 Pinpoint - Update 911 Pinpoint database with location changes generated by telephone service orders for adds, moves, changes, and disconnects
- Answering Main number 9980 - Talking calls and answering customer questions and logging trouble calls, assisting users with billing or general issues
- Data Circuit Requests - Orders received entered into Remedy, working with cabling contractor for dispatch
- Billing – Processes monthly billing to end users and issues payment to cabling contractor

Pam Grady, Communications Specialist II
- Inventory Management – Orders and receives phones and accessories to fill telephone service orders and maintains a minimal inventory
- Answering Main number 9980 - Talking calls and answering customer questions and logging trouble calls, assisting users with billing or general issues
- Support Staff – Helps out when needed
- Takes billing change requests from departmental Business Manager
- Orders supplies as need
**Cellular Support**

Barbara Bradham, Program Coordinator I

- **Ordering** – Work with end users and place orders with the cellular providers and processes the necessary paperwork for billing
- **Receiving and Prep** – Receives devices and prep them for delivery
- **Training and Support** – Trains user when they pick up their devices on how to use them.
- **Insurance Claims** – Administers the in-house insurance claim billing and process, reviews broken devices and orders replacements.
- **Plan Management** – Monitors monthly invoices and looks for possible plan changes and ways to save the institution money.
- **Reports** – Pulls data together for reports when asked by manager

Ronald Tolliver, Communications Consultant I

- **Ordering** – Work with end users and place orders with the cellular providers and processes the necessary paperwork for billing
- **Receiving and Prep** – Receives devices and prep them for delivery
- **Training and Support** – Trains user when they pick up their devices on how to use them.
- **Insurance Claims** – Administers the in-house insurance claim billing and process, reviews broken devices and orders replacements.
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**Data Circuit Request / Low Voltage Support**

Keith Beeks, Sr System Analyst

- Large and small project coordination for low voltage wiring
- Attends constructions meetings
- Meets with end users to determine their needs
- Works with cabling contractor to ensure project is on time and within budget
- Coordinates installs for station wire, network switches, access points, telephones, card access, intercoms systems, nurse call, security cameras, etc.
- Project management for construction and renovations
List of servers maintained by UCT

<table>
<thead>
<tr>
<th>Server Name</th>
<th>Type</th>
<th>Purpose</th>
</tr>
</thead>
<tbody>
<tr>
<td>S8720A</td>
<td>Physical</td>
<td>Primary Telephone System Server</td>
</tr>
<tr>
<td>S8720B</td>
<td>Physical</td>
<td>Secondary Telephone System Server</td>
</tr>
<tr>
<td>MMMAS1</td>
<td>Physical</td>
<td>Voicemail Server</td>
</tr>
<tr>
<td>MMMAS2</td>
<td>Physical</td>
<td>Voicemail Server</td>
</tr>
<tr>
<td>AES1</td>
<td>Physical</td>
<td>Application Enablement (CTI)</td>
</tr>
<tr>
<td>AES2</td>
<td>Physical</td>
<td>Application Enablement (CTI)</td>
</tr>
<tr>
<td>CMS</td>
<td>Physical</td>
<td>Call Reporting for ACD's</td>
</tr>
<tr>
<td>SAL</td>
<td>Physical</td>
<td>Manages Avaya Connectivity for Maintenance</td>
</tr>
<tr>
<td>EMMX1</td>
<td>Physical</td>
<td>Expanded Conference Bridges</td>
</tr>
<tr>
<td>EMMX2</td>
<td>Physical</td>
<td>Expanded Conference Bridges</td>
</tr>
<tr>
<td>VeraSmart</td>
<td>Virtual</td>
<td>Call Accounting/Billing</td>
</tr>
<tr>
<td>OAI Gateway</td>
<td>Physical</td>
<td>Text Messages to Wifi and Bed Management</td>
</tr>
<tr>
<td>AVVP</td>
<td>Physical</td>
<td>Voice Priority for Wifi</td>
</tr>
<tr>
<td>Prognosis</td>
<td>Physical</td>
<td>VoIP Monitoring and Reporting Tool</td>
</tr>
<tr>
<td>Stancil (many)</td>
<td>Physical</td>
<td>Call Recording</td>
</tr>
</tbody>
</table>

University Communications Team Summary

The University Communications team provides support and supplies all telecommunications needs for MUSC and affiliates. This includes providing telephone service on-campus, as well as outlying WAN sites. UCT supports all MUSC departments with complete telecommunications needs. We supply all MUSC facilities and outlying areas with up-to-date telecommunications. We maintain the latest technology, equipment changes and services provided in the telecommunications field. Our team strives to provide maximum quality service to our MUSC faculty and staff.