

**COMMISSION ON UNIVERSITY SUPPORT
MEETING MINUTES
October 18, 2012
325 Burruss Hall**

MEMBERS

Members Present: Robert Broadwater, William Dougherty (for Scott Midkiff), Karen Gehrt, Alan Grant, Ed Lener, Maxine Lyons, John Seiler, Ryan Smith, Tom Tillar, Tom Wertalik, Sherwood Wilson, Erica Wood

Members Absent: Mike Coleman, Betsy Flanagan, Kathy Hosig (with notice), Achla Marathe (with notice), Henry Quesada Pineda, Guy Sims, Daniel Wubah

Guests: Pat Rodgers

Recorder: Kayla Smith

1. Approval of agenda

Ms. Lyons called the meeting to order at 2:01 p.m. Mr. Dougherty moved to approve the agenda and Mr. Lener seconded the motion. The motion passed unanimously.

2. Special Presentation on Unified Communications

William Dougherty provided an update on the university's Unified Communications project (Attachment A). More detailed information and project schedules are available on the Network Infrastructure and Services Unified Communications website: <http://www.nis.vt.edu/uc>

3. Announcement of approval of September 20, 2012 minutes

The minutes were approved electronically in advance of the meeting.

4. Old Business

No Old Business was presented for Commission consideration.

5. New Business

a. The Future Role of the Building Committee & Disseminating Information Regarding Campus Planning Activities

Dr. Wilson provided an overview of the changing role of the Building Committee. Discussions surrounding several recent construction projects have revealed that the university community, specifically the faculty community, would like to see more communication between the administration and the community regarding campus master planning and the siting of buildings.

The Building Committee serves as the Governance conduit for information on master planning and building siting between administration and the community.

The Committee has been less active over the past few years due to the retirement of the University Architect and resulting vacancy. The Chair of the Building Committee has been updated to the recently hired Assistant Vice President for University Planning, Jason Soileau. Mr. Soileau will coordinate briefings on forthcoming projects to the Building Committee and the Committee members will be responsible for disseminating this information to their respective stakeholders.

6. Reports from Committee Chairs/Representatives

Committee Reports were not available and will be presented at the next meeting.

7. Acceptance of Committee Minutes

Dean Grant moved that the Commission accept the following list of minutes:

Building Committee Minutes
January 26, 2012

Energy and Sustainability Committee Minutes
August 27, 2012

The motion was seconded by Dr. Broadwater and passed unanimously.

8. Next meeting date

November 15, 2012

Adjourned at 3:02 p.m.

Respectfully submitted,

Kayla Smith



Unified
Communications

Telecommunications
Service Changes and what
this means to the
university

October 2012

What is Unified Communications? (or UC)

- Merging of traditional voice applications
 - telephone and “voicemail” – with modern data communications access and tools.
- Major improvements in actual telephone devices and available features.
- Virginia Tech awarded a competitively-bid contract to IBM/Avaya December 2011.
 - BoV authorized NI&S to borrow funds March 2012.

Business Model

- The previous model was complex and tightly coupled with obsolete ROLM technology.
- The new model is based on a convergence of voice and data services; i.e., *a shared network*.
- The business model for a UC system must be *simple and flexible*.

KEY IMPROVEMENTS to the Voice System

Standard features for all telephone sets will include:

- Caller ID (inbound and outbound)
- Call history
- Do-Not-Disturb/Station Speed Dialing/Added voicemail storage
- Full-duplex speakerphones
- “Unified Messaging” (UM) – voicemail received as email/email received as voicemail

Business Efficiencies

- Elimination of most “feature-specific” charges; most popular features will be bundled in the standard rate.
- Should result in *simplified billing and ordering processes* for departments.

Bundled Services Package

For one monthly fee, university subscribers will receive:

- Voice service (dial tone/unified messaging)
- Unlimited local calling
- Unlimited direct-dialed, domestic long distance calling (for most departments)
- International rates for many countries will decrease
- Wired (single Ethernet port), wireless, and secure remote access (VPN) to the VT data network

Summary Comparison of Peer Institutions' Monthly Rates:

Virginia Tech	\$30.75
USC (California)	\$94.00
Ohio State (d.l.d. \$0.045/min)	\$251.90
Washington (d.l.d. \$0.033/min)	\$27.34
Missouri (d.l.d. \$0.05/min)	\$28.50
Colorado (Boulder)	\$33.14
Iowa State (d.l.d. \$0.05/min)	\$40.00
Maryland (d.l.d. \$0.013/min)	\$35.00

Schedule

- Migration to the new Unified Communications system is being done by building.
 - Due to the manner in which network electronics and cabling are installed and managed.
- Building migrations began in July 2012, and all should be complete no later than December 2014.
 - The Inn @ VT
 - RB XIV

UC Discovery Center

- A site where users can view telephone devices and test capabilities has been established at RB XIV at the CRC.
- Open for demos:
 - Tuesdays: 10am – 12noon
 - Wednesdays: 1pm – 3pm
 - Thursdays: 10am – 12noon
 - Or by appointment; contact O&P @ 231-6460











Challenges

- Space
- Schedule
- Technology utilization
- Long-term financial integrity

Please contact us with...

- Questions
- Comments
- Further specific info about your unit
- Richard Hach: 1-3638; rhach@vt.edu
- Pat Rodgers: 1-1709; prodgers@vt.edu