

# **Administrative and Educational Support Report**

## **Telephone Services**

**Annual Action Plan**  
**Annual Assessment Report**

**June 2007 – May 2008**



**Annual Action Plan: June 1, 2007–May 31, 2008**

**Unit:** Telephone Services

**UTPA Mission:** The University of Texas-Pan American (UTPA) serves the higher education needs of a rapidly growing, international, multicultural population in the South Texas Region. The University preserves, transmits and creates knowledge to serve the cultural, civic, and economic advancement of the region and the state. The University provides students advanced instruction in academic programs offered through innovative delivery systems that lead to professional certification, and baccalaureate, master’s and doctoral degrees. Through teaching, research, creative activity and public service, UTPA prepares students for lifelong learning and leadership roles in the state, nation and world community.

**Division:** Information Technology      **Unit Head:** Herberto Castillo

**Unit Mission:** Provide the supporting telephone infrastructure and services required to ensure that all members of the UTPA community are able to fulfill their portions of the University’s mission in a timely, secure, and cost effective manner.

**University Goal:** Optimize institutional effectiveness and efficiency consistent with high quality organizational standards.

**Division Objective:** Enhance, expand and broaden options for students, faculty and staff through excellent and effective information technology solutions.

Unit Objective	Strategy(ies) to Achieve Unit Objective	Measurable Outcome for Unit Objective	Assessment Criteria, Evaluation Methods for Measurable Outcome	New Resources Needed in FY08
Streamline the Telephone Billing process to assure quick and accurate billing. Provide monthly Telephone Bill at the beginning of each month.	Purchase and install a new Call Accounting system that can provide the needed output files for both legacy and Oracle systems to facilitate migration to Oracle financial systems.	The monthly Telephone Bill will not be printed, but will be available in electronic format. Project manager will be able to view their monthly Telephone Bill every month.	Verify that stations that are billed in Legacy are being billed in Oracle.	Call Accounting server. Training for new Call Accounting system. Maintenance charges for Call Accounting system. Programmers to write new programs to process the data from the call accounting system and put into Oracle.

Annual Action Plan June 1, 2007–May 31, 2008

Unit Objective	Strategy(ies) to Achieve Unit Objective	Measurable Outcome for Unit Objective	Assessment Criteria, Evaluation Methods for Measurable Outcome	New Resources Needed in FY08
Provide WIFI VoIP Telephone Service	Install SpectraLink server	Employees with WIFI Avaya Telephones can roam the UTPA campus and enjoy the features of their campus telephone, where WIFI is available.	Verify that WIFI Avaya telephones can access the WIFI network and communicate with the SpectraLink Server.	SpectraLink Server. Maintenance charges for SpectraLink Server. 8 hour UPS.
Music on Hold at the Annex.	Provide local source for Music on Hold at the Telephone Gateway for the Annex.	Callers will hear Music when they are placed on hold.	Verify that Music is being played when a call is placed on hold.	Voice announcement card for Telephone Gateway.
Identify funding to have the University's voicemail system comply with FCC Sections 255 and 508.	Plan upgrade from Modular Messaging 2.0 to Modular Messaging 3.1 or greater.	Caller TUI provides the following for hearing impaired users: • Immediate TTY feedback (.HD.) is provided to caller. • No button press is required by caller using TTY device.	Use TTY console to verify compliance.	TTY Console. New Modular Messaging Servers. Voicemail Box licenses. Maintenance charges for Modular Messaging.
Continue to upgrade and expand the telephone system to improve the availability of the telephone network.	Telephone gateway will be installed at Physical Plant building to enhance telephone support and provide increased redundancy.	Install a telephone gateway at the Physical Plant building providing increased redundancy.	<ul style="list-style-type: none"> <li>• Ensure that gateway equipment has been installed at the Physical Plant facilities.</li> <li>• Conduit capacity in key areas west of Sugar Road must have been upgraded.</li> </ul>	Construction of room to house Telephone Gateway; Trunk Lines; and Telephone Network equipment. Maintenance charges for Telephone Gateway.
Continue to upgrade and expand the telephone system to improve the availability of the telephone network and increase capacity at the Annex building.	PBX at UTPA Annex will be replaced with a Telephone Gateway to increase capacity to meet growth and demand.	Telephone Gateway located in the UTPA Annex will become part of the Main Campus' PBX to increase Telephone Services capacity to meet present and future demand.	<p>Ensure that the Telephone Gateway at the UTPA Annex has Digital and Analog ports and is populated to meet the required rate of growth at the Annex and any associated facilities.</p> <ul style="list-style-type: none"> <li>• Verify that the increases in the number of licenses needed to match the number of physical</li> </ul>	<p>Digital port card. Analog port card.</p> <p>This will allow for centralized management of the telephone system and it's licenses at the Annex.</p>

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Unit Objective	Strategy(ies) to Achieve Unit Objective	Measurable Outcome for Unit Objective	Assessment Criteria, Evaluation Methods for Measurable Outcome	New Resources Needed in FY08
			ports installed are consolidated with the Main Campus PBX.	
Continue to upgrade and expand the telephone system to improve the availability of the telephone network.	PBX at UTPA Annex will be converted to gateway to provide centralized management via main campus PBX and consolidate licenses	Plan for an LSP for the Telephone Gateway at UTPA Annex to incorporate comprehensive back-up capabilities in disaster recovery conditions.	<ul style="list-style-type: none"> <li>Ensure that gateway equipment/functionality has been incorporated into existing PBX at the Main campus by September 2007</li> </ul>	Network Rack. 8 hour UPS. Ladder cable management system. Maintenance charges for Telephone Gateway. LSP for Telephone Gateway.
Continue to upgrade and expand the telephone system to improve the availability of the telephone network and increase capacity at the Wellness Center building.	Telephone gateway and Network switches will be installed at Wellness Center to support telephone needs of that building and future buildings west of Sugar Road.	Install a telephone gateway at the Wellness Center providing the capacity for the telephone support needs of that building and other new construction west of Sugar Road.	<ul style="list-style-type: none"> <li>Ensure that gateway equipment has been installed at the Wellness Center building by September of 2007.</li> </ul>	In Progress. Substantial completion for Wellness Center is set for middle of August 2007.  Telephone gateway will be installed after building is available for us to work on installation.
Continue to refurbish and expand the existing UTPA cable plant for the efficient and reliable transfer of data, voice, and video information.	Evaluate the existing cable infrastructure and replace all obsolete and defective media with new and updated cable.  Design and develop plans to install a series of fiber paths to provide true fail-over protection for all data, voice, and video systems.	Replace defective and obsolete cables  Plan for the expansion of the infrastructure needed to accommodate growth and provide redundancy.	<ul style="list-style-type: none"> <li>Verify that the cable plant is effective and up to date.</li> </ul> <p>Ensure that there is a viable plan on-hand to expand the fiber cable infrastructure and that the plan looks far enough into the future to allow for growth West and North of the campus.</p>	Fiber Optic cable. Copper feeder cable. Trenching. Splice Kits.

# FY08 AES Assessment Results Report

## UTPA

### Admin - Telephone Services

**Unit Mission:** Provide the supporting telephone infrastructure and services required to ensure that all members of the UTPA community are able to fulfill their portions of the University's mission in a timely, secure, and cost effective manner.

**Unit Head:** Herberto Castillo

**Division:** Division of Information Technology

Intended Outcomes	Means of Assessment & Criteria for Success / Tasks	AES Assessment Results	Use of Result & Follow-Up
<p>Admin - Telephone Services - Call Accounting - We will streamline the Telephone Billing process to assure quick and accurate billing. Provide monthly Telephone Bill at the beginning of each month.</p> <p><b>Outcome Types:</b> Administrative - Fiscal Year 2008 Administrative - Fiscal Years 2009 - 2011</p> <p><b>Start Date:</b> 06/01/2007</p> <p><b>Outcome Status:</b> Active/Ongoing</p> <p><b>Strategies:</b> 1. Purchase and install a new Call Accounting system that can provide the needed output files for both legacy and Oracle systems to facilitate migration to Oracle financial systems.</p>	<p><b>Assessment Method:</b> Verify that stations that are billed in Legacy are being billed in Oracle.</p> <p><b>Criterion for Success:</b> The monthly Telephone Bill will not be printed, but will be available in electronic format. Project manager will be able to view their monthly Telephone Bill every month.</p>	<p>09/12/2008 - Bid has been awarded. PO was issued on 9-10-2008 We now need to coordinate installation with vendor.</p> <p><b>Result Type:</b> Criterion Not Met</p> <p><b>Next Step:</b> Continue Current Strategy(s)</p> <p><b>Resources Needed - Classified</b> Herberto Castillo, Efrain Trevino, Alejandro Atilano, Betty Gonzalez,</p> <p><b>Resources Needed - Maintenance &amp; Operation:</b> Application Maintenance</p> <p><b>Resources Needed - Travel:</b> Betty Gonzalez and Alejandro Atilano will need to attend training for the new system.</p>	
<p>Admin - Telephone Services - WiFi VoIP - We will provide WIFI VoIP Telephone</p> <p><b>Outcome Types:</b> Administrative - Fiscal Year 2008 Administrative - Fiscal Years 2009 - 2011</p> <p><b>Start Date:</b> 06/01/2007</p> <p><b>Outcome Status:</b> Active/Ongoing</p> <p><b>Strategies:</b> 1. Install SpectraLink server</p>	<p><b>Assessment Method:</b> Verify that WIFI Avaya telephones can access the WIFI network and communicate with the SpectraLink Server.</p> <p><b>Criterion for Success:</b> Employees with WIFI Avaya Telephones can roam the UTPA campus and enjoy the features of their campus telephone, where WIFI is available.</p>	<p>09/12/2008 - Current authentication requirements for the wireless network exceed the capabilities of the wireless telephones.</p> <p>Telephone Services will be working with Networks to create a new wireless SSID with limited network access and authentication requirement which are compatible with the wireless telephones.</p> <p><b>Result Type:</b> Criterion Met</p> <p><b>Next Step:</b></p>	

Intended Outcomes	Means of Assessment & Criteria for Success / Tasks	AES Assessment Results	Use of Result & Follow-Up
		Continue Current Strategy(s) <b>Resources Needed - Classified</b> Raymundo Diaz, Mauro Scardigno, Herberto Castillo <b>Resources Needed - Maintenance &amp; Operation:</b> Sectralink Server	
Admin - Telephone Services - Music on Hold - Annex - We will have music on hold at the Annex. <b>Outcome Types:</b> Administrative - Fiscal Year 2008 <b>Start Date:</b> 06/01/2006 <b>End Date:</b> 05/31/2008 <b>Outcome Status:</b> Complete <b>Strategies:</b> 1. Provide local source for Music on Hold at the Telephone Gateway for the Annex.	<b>Assessment Method:</b> Verify that Music is being played when a call is placed on hold. <b>Criterion for Success:</b> Callers will hear Music when they are placed on hold.	09/12/2008 - Music can be heard when a call is placed on hold. <b>Result Type:</b> Criterion Met <b>Next Step:</b> Mark Outcome as Complete	