Enterprise Computing Committee (ECC)

June 3, 2003
Meeting Summary

ECC Attendees: Sue Abeles, Neal Axelrod, Jim Davis, Chris Foote, Tom Lifka, Mike McCoy, Sam Morabito, Steve Olsen

Guests: Robert Konishi (Medical Center), Nick Reddingius (OIT), Mike Schilling (CTS), Esther Woo-Benjamin (OIT), Don Worth (AIS)

Action Items:

1) ECC to sponsor a task force to develop recommendations for VoIP deployment (representing a formal launch of campus VoIP analysis)

Agenda:

1) Voice and Network Services

The purpose of this discussion was to: 1) introduce the ECC to IP telephony or Voice over IP (VoIP) as a near term technology and present an overview of key business, fiscal and technical issues, challenges and implications for UCLA; 2) seek the ECC’s agreement to be the campus IT committee to hear recommendations on deployment and business models for VoIP; and 3) seek the ECC’s sponsorship of a task force to develop recommendations for VoIP deployment.

VoIP is one of a number of network-based services for which UCLA needs to position itself and it is important that deployment options be considered from a campus network services standpoint because many technical and service issues are tightly coupled with the campus network and its support model. Transitioning from the current phone service model to a network focused model has implications on funding and cost allocation. In the current funding model, the phone is central and the network is an add-on that is operating on surcharges on phone lines and voice service. Transitioning requires disaggregating these costs and developing rationalized funding sources for them.

Mike Schilling updated the Committee on trends with Plain Old Telephone Service (POTS) on campus, activities within CTS, and broad VoIP deployment models. Over the last three years, CTS has lost revenue due to loss of business lines, decrease in payphone revenues, decrease in 800 toll free calling commissions, and loss of residence halls lines. Approximately a year ago, CTS disaggregated the costs of the individual services that are currently rolled up into
voice service charges and surcharges and is now undergoing a review of these. The Connect Project to wire 69 academic buildings is nearing completion. CTS is positioned to move to testing a production VoIP environment. They have the architecture, hardware, firmware and software in place (although some upgrades are required). Discussion of key issues to consider for voice services was deferred due to lack of time.

The Medical Center is a significant driver for moving forward with VoIP across campus and it is poised to proceed with an incremental transition over a number of years as the new medical center building goes into operation. Proceeding involves simultaneous resolution of several technical and fiscal issues at a campus level and it proposes to coordinate with CTS and OIT on technical planning and deployment.

Robert Konishi gave a progress report on UCLA’s Medical Enterprise VoIP Pilot Project. The project objective was to provide improved, cost efficient voice services integrated into enterprise applications. The pilot was planned in consultation with CTS and within the framework of the campus voice architecture. It was implemented in December 2002 and to date, has not suffered any outages. The pilot project includes 160 phones on MedNet’s infrastructure with full 5-digit campus compatibility using CTS provided circuits and numbers and Cisco Unity voicemail services; integrated 802.11b wireless voice pilot; redundant infrastructure design via MedNet network infrastructure, distributed voice servers, and SBC backup circuit; and XML application delivery via handsets. Discussion of key questions about integration with proposed campus models, impact on campus IT revenue, operational logistics, and next steps was deferred due to lack of time.

2) Email Model Task Force Recommendations Update

The Task Force has met and expects to have recommendations by the next ECC meeting.

3) Discussion of Chancellor’s May 16, 2003 Cost Reduction Measures Letter

This topic was deferred due to lack of time.

Meeting Schedule for Remainder of 2003:

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