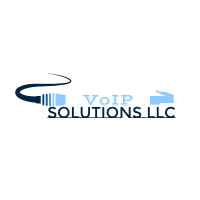
Vision and Scope Document

for

Voice and Infrastructure Modernization



Version 1.12 approved

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Team 2

VoIP Solutions LLC.

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Revision History

|  |  |  |  |
| --- | --- | --- | --- |
| **Name** | **Date** | **Reason For Changes** | **Version** |
|  | 6/4/2017 | Initial Version | 1.0 |
| Michael Hristovski | 6/4/2017 | Added logo | 1.1 |
| Michael Hristovski | 6/5/2017 | Modified section 1.0, 1.1, 1.2, and 1.3 | 1.2 |
| Dawn Bissell | 6/4/2017 | Started section 6.4 Budget, added to An. Bib. | 1.3 |
| Thomas Troup | 6/5/2017 | Modified section 3.0, 3.1, 3.2, 3.3, 4.0, 4.1, 4.3, 7.0, 7.2 | 1.4 |
| Michael Hristovski | 6/6/2017 | Modified section 1.4 & 1.5 | 1.5 |
| Michael Hristovski | 6/8/2017 | Modified section 2, 2.1, 2.2, 2.3 | 1.6 |
| Dawn Bissell | 6/10/17 | Modified section 5.0-4, 6.1-2 | 1.7 |
| Michael Hristovski | 6/11/17 | Modified section 7.1 | 1.8 |
| Dawn Bissell | 6/11/17 | Modified sections 6.3-4, 6.0, 6.2, Formatted An. Bib., Added table of contents that “auto updates”, Edit content | 1.9 |
| Michael Hristovski | 6/21/17 | Performed revision based on peer review feedback | 1.10 |
| Dawn Bissell | 6/21/17 | Performed revision based on peer review feedback | 1.11 |
| Dawn Bissell | 6/25/17 | Final edit of document, removed changes/comments, added citations | 1.12 |

# Business Requirements

**Charlie's Manufacturing** is a midsize manufacturing company that consists of roughly 300 employees. **Charlie's Manufacturing** has teamed up with *VoIP Solutions LLC* to replace their existing analog phone technology with a more current VoIP phone system and upgrade their existing infrastructure.  **Charlie's Manufacturing** has emphasized the importance of the new system being easier to maintain and offering a friendlier interface that provides an easy learning curve. **Charlie's Manufacturing** hopes to maintain traditional phone features in addition to some newer features that VoIP offers. **Charlie’s Manufacturing** wants to provide their employees the tools and features needed to become even more productive and provide their customers with a great experience while maintaining privacy and security.

## Background

Since opening in 1955, **Charlie's Manufacturing** has grown from a modest 100 employees to the 300 which currently work for the organization. Though many of the employees work in the manufacturing area of the plant, there are 75 employees that work in various offices including the following: management, human resources, accounting, data entry, engineering, and IT. The current infrastructure is starting to show its age especially with the growth of the company through the recent years. This growth has created an urgent need to update the infrastructure to allow for beneficial technologies like VoIP. **Charlie's Manufacturing** believes upgrading the current analog phone system will provide an excellent return on investment and make both integration and expansion in the future more seamless than the analog phone system currently provides.

## Business Opportunity

By implementing this new VoIP system, **Charlie's Manufacturing** will have the means to lower their monthly operating costs after the initial investment. There are several benefits to having the service in-house. It will offer additional benefits, such as handling upgrades or repairs when the company deems necessary rather than waiting on an outside vendor which could cause significant downtime depending on their availability. The new VoIP system will offer many of the great features that the current analog phone system offers along with some newer features. This comes without any of the drawbacks of additional fees or lengthy contracts which was one of the main drawbacks of the old system. The new solution will offer an easy management user interface to make the adjustment from the old system to the new as seamless as possible. With the upgraded infrastructure and this new VoIP system, **Charlie's Manufacturing** will be ready for future expansion and have access to numerous features which will benefit daily operations and productivity.

## Business Objectives and Success Criteria

The primary business objective is to upgrade the current infrastructure to support growth and provide VoIP services on site. With these upgrades, the additional costs for services such as long distance, voicemail, conference calls, multiple lines, and maintenance fees will be eliminated. Another benefit of the VoIP service is the time saved by having the services maintained on site. This is more efficient than relying on an outside vendor for technical support.

Once the system upgrades are in place, success will be measured by the following criteria:

* Acceptance of the new phone system by associates after training
* VoIP operational cost to be revisited every 2 months to ensure goals are being met to achieve the 2-year return on investment
* The new system must achieve high availability meeting at least the standards of the old system.
* Future savings after the first year by maintaining the VoIP system in-house
* The new system is efficiently handling daily business workload
* Flexibility of infrastructure for growth to handle future upgrades
* Overall customer and employee satisfaction with the interface and sound quality

## Customer or Market Needs

With the implementation of the new VoIP system, customers will experience a quick easy method of contacting employees inside the organization without having to navigate an automated menu. It will also give multiple ways for employees to interact with their voicemail, on or off-site, along with taking office calls through their cell phones. These features are entirely standard with the new system and do not include any additional charges or add-on services. The easy learning curve will allow customers to use the new system without having to be trained or have experience with a VoIP system; they will take advantage of all the great features and experience high-quality voice with none of the steep learning curves that usually comes with new technology.

## Business Risks

As with any project, there are risks involved. These are the risks associated with the undertaking of the new VoIP system.

|  |  |  |
| --- | --- | --- |
| Risk | Severity Level | Mitigation |
| Employees may have difficulty learning the new system | Medium | The organization will offer training on the new system, along with printed documentation on how to use all the features. Navigation guides of the interface will be provided. |
| The organization may have resistance to the new system from employees | Medium | We will offer additional training that will show the ease of the new system along with the benefits of the new features |
| Customers view the new VoIP system as a security issue | Medium | We must ensure them that the new system will not be a security risk by thoroughly testing the system before deployment |
| The existing infrastructure may not be able to support the new VoIP system | Low | The budget accounts for upgrading the infrastructure if needed |
| The downtime associated with implementing the new VoIP system | Low | We will deploy with parallel adoption. This will allow the analog system to provide service until the new system is running and tested. |

All these risks are either medium to low based their probability of occurring and the impact that may have on the organization's business functions. The implementation of the new infrastructure would normally pose a higher risk of business interruption but we have a parallel adoption implementation planned. During this parallel adoption, the new VoIP system will be added and tested to meet **Charlie's Manufacturing’s** needs then the old analog system will be removed.

# Vision of the Solution

*VoIP Solutions LLC’s* vision is to provide a solution that will be reliable and easy to use. The new VoIP phone system will allow for engagement in new innovative ways; as a result, provide the customer with the best experience possible. In addition, the new system will help with increasing revenue and support future expansion for the growth of the organization.

## Vision Statement

The vision of *VoIP Solutions LLC is* to provide a complete solution for **Charlie's Manufacturing ’s** communication needs both within the building and outside of the organization. This new system should enhance communication while simplifying the user experiences for both the employees and the customers interacting with the business. Customers and employees will enjoy access to useful features such as multiple ways to check voicemails, conference calling, call forwarding, and dial in direct extensions. In the future, we look forward to implementing the integration of VoIP into Outlook and also the ability of video conferencing.

## Major Features

\*referenced Guest Contributor on TechRepublic (2013).

|  |  |
| --- | --- |
| Feature | Category |
| Caller ID/call screening | Technical |
| Auto attendant | Technical |
| Conferencing | Technical |
| Do not disturb | Technical |
| Find me / follow me call routing | Technical |
| Voicemail to email transcription (this feature will be added in a future update) | Technical |
| Video Conferencing (this feature will be added in a future update) | Technical |
| Tools that will allow IT to manage bandwidth utilization on inbound /outbound including reporting | Technical |
| Data and voice will be separated on the network for security and for best QoS (Quality of Service) | Security |
| Intrusion detection systems will be active on the network to provide notice of any security concern | Security |
| Strong encryption algorithms to protect conversations and information from being accessed from those not intended | Security |
| Firewall in place to avoid connections from unnecessary or unknown networks. | Security |
| Customers can dial direct extensions to keep communications private | Privacy |
| Protect user data from intrusion by using advanced security features and encryption | Privacy |
| Visual voicemail able to be checked on devices, so privacy can be maintained in a crowded area | Privacy |

## Assumptions and Dependencies

* **Assumption:** The proposed solution will require additional hardware and software to get the VoIP system up and running.
* **Dependency:** Forming relationships with outside vendors to acquire the needed phones, servers, additional hardware, and software will be vital.
* **Alternative:** Mail order the needed equipment if an outside vendor cannot be found close by.
* **Assumption:** The new VoIP system will replace the old analog phone system.
* **Dependency:** Once the new system is installed and fully tested, the old system will be removed.
* **Alternative:** Keep old system in parallel adoption as a backup.
* **Assumption:** The network will be able to handle the new VoIP system after proper upgrades to the infrastructure are made.

* **Dependency:** The current network will be evaluated and any systems that are unable to support the new VoIP system will be upgraded.
* **Alternative:** If the current network cannot be upgraded, reevaluation of the project must be completed with the customer to move forward.
* **Assumption:** The new infrastructure and VoIP system will be able to handle additional units and upgrades going forward into the foreseeable future.
* **Dependency:** During planning and obtainment of additional units, the current system must be taken account for compatibility.
* **Alternative:** Do not buy additional units until next infrastructure update.
* **Assumption:** All employees will be able to utilize the new system and its features.
* **Dependency:** Adequate training time will be allocated for all required staff to go over the new system and features.
* **Alternative:** Provide corrective action to employees that refuse to use the new system once the full system is in deployment.

# Scope and Limitations

By choosing *VoIP Solutions LLC*, **Charlie's Manufacturing** will receive a refresh of the existing voice and network infrastructure. In the execution of this effort, *VoIP Solutions LLC* will evaluate the existing architecture, identify areas requiring additional resources and/or improvements, and replace components that have reached End of Life. This will include infrastructure cabling systems within the administration facilities.

The modernization of the internal components will provide a unified communications platform. It will be integrated into the existing Windows Server environment and offer more robust capabilities into the voice network. This effort will be accomplished in accordance with industry standard practices including security best-practices.

## Scope of Initial Release

The initial completion of the project will include evaluation, replacement of existing core network components, replacement of horizontal communications wiring, and the migration of phone service from traditional PBX to a Unified Solution. The unified solution will be capable of integrating into the existing Active Directory environment, including resource scheduling and messaging.

Following the infrastructure evaluation, new cabling will be installed in accordance with ANSI/NECA/BICSI 568-2006, *Standard for Installation of Commercial Building Telecommunications Cabling* (2002)*.* Utilizing the new wiring, *VoIP Solutions LLC* will install a new VoIP solution. The solution will undergo coordinated testing, to ensure the ability to make and receive calls, and administrator training of the new system. Upon completion of system testing, we will coordinate with the existing telco provider to migrate the existing Direct Inward Dial numbers to the new solution, and execute E911 verification. Once **Charlie's Manufacturing** is satisfied with the deployment, legacy equipment/wiring will be removed in compliance with NEC section 800.25 (National Fire Protection Association, 2014).

## Scope of Subsequent Releases

Additional changes can be implemented through the change management process, although at additional cost. There is a 20% reserve of the budget to account for additional costs if needed.

A future release can include the implementation of IoT devices into the VoIP infrastructure that is provided. This will require the expansion of the VoIP infrastructure into the main factory floor and the upgrade of factory machinery. By upgrading machinery to IoT capabilities, **Charlie’s Manufacturing** can increase productivity, functionality, and greater cost-savings (Mae, 2016). According to Mae, these IoT machines could alert management when they need services or sync to a calendar for production needs (2016).

## Limitations and Exclusions

Not included in this effort is the replacement of paging systems or communications wiring within the industrial areas of the business. Existing phones and wiring will be retained, this decision will ensure retention of vapor hazard compliance, hardened/interference resistant cabling.

# Business Context

Traditional PBX systems are costly to maintain and operate, often requiring skill sets that are dwindling in availability. By migrating to a Unified Communications platform, these tedious tasks can be integrated into existing business automation tools. Replacement of specialized hardware, with standard server platforms and general-purpose operating systems, can reduce operation and maintenance (O&M) expenditure and utilize existing support personnel to manage the system.

## Stakeholder Profiles

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Stakeholder** | **Major Value** | **Attitudes** | **Major Interests** | **Constraints** |
| Executives | Increased revenue | See the product as avenue to 25% increase in market share | Richer feature set than competitors; time to market | Maximum budget = $200K |
| Customer relations | Phone/Customer record integration | Faster execution time on incoming calls. Receptive to project | Integration with phone and data records in applications | Must be user-friendly, automation. |
| Editors | Fewer errors in work | Highly receptive, but expect high usability | Automatic error correction; ease of use; high reliability | Must run on low-end workstations |
| Legal aides | Quick access to data | Resistant unless the product is keystroke compatible with the current system | Ability to handle much larger database than the current system; easy to learn | No budget for retraining |
| VoIP Solutions LLC | Build client/ provider relationship, increase reputation | Complete a quality project on time and within budget | Provided a solution that meets our customer’s needs | Limited team members available for project |

## Project Priorities

According to Infosecurity Magazine, aging equipment accounts for half of existing corporate network devices (2002). The use of this outdated equipment increases the risk of malware vulnerability.

One of the main priorities of this endeavor is to replace the network infrastructure, which was identified as being past vendor end-of-life. This upgrade will support existing needs and allow for future growth.

The secondary objective is to implement a voice solution to replace the existing traditional PBX and leased telecommunications connectivity. Upon completion, the system will be integrated into existing components such as Microsoft Office, for increased productivity.

|  |  |  |  |
| --- | --- | --- | --- |
| **Dimension** | **Driver** **(state objective)** | **Constraint** **(state limits)** | **Degree of Freedom** **(state allowable range)** |
| Schedule | release 1.0 to be available by 5/1, release 1.1 by 6/1 |  |  |
| Features |  |  | 70-80% of high priority features must be included in release 1.0 |
| Quality |  |  | For release 1.0, tests of user acceptance must be 90-95% for release. For release 1.1, user acceptance must be 95-98%. |
| Staff |  | maximum team size is 6 developers + 4 testers |  |
| Cost |  |  | budget overrun up to 15% acceptable without executive review |

## Operating Environment

Due to the nature of the work performed, immediate access to telephones is essential. In such, any system proposals must include a service that provides a level of redundancy to meet customer and emergency communications needs.

This proposal is based on the understanding that the manufacturing section of the plant is segregated from the administrative areas and space will be made available to install any new equipment. **Charlie's Manufacturing** will be responsible for providing a space to install any new equipment. The provided space must be securable to prevent unauthorized access to components.

# Human Resources

The following sections go into detail about the dynamics of our team including skills, traits, roles, and responsibilities. Our team consists of three members with one acting as the team lead. Our primary communication method will be email and business Skype. We will work on deliverables with Microsoft OneDrive.

## Team Charter

The team consists of three members that will function as a democratic unit. A team lead has been nominated to facilitate communication between the team and the **Charlie’s Manufacturing**. Weekly team meetings will be conducted to report progress and regroup as needed. Decisions will be reached by voting among team members. Each deliverable shall be submitted by the Team Lead, Dawn Bissell.

Conflicts will be openly discussed among team member and will be resolved by a group consensus. If a consensus cannot be reached, outside support (course instructor) will be contacted. Underperforming team members will be confronted on their progress. If no improvement occurs, they will be dismissed and the work divided amongst the remaining members. This is due to the time sensitive nature of this project. Furthermore, a negative peer review will be conducted for a team member that does not contribute.

## Technical Skills and Attributes

|  |  |  |
| --- | --- | --- |
| **Name** | **Skills** | **Attributes** |
| Dawn Bissell | Quality Control, Virtual Machines, Windows System Administration | Detailed oriented, Introverted, Opened minded, Myers-Briggs: INTP-T |
| Michael Hristovski | Networking, Virtual Machines, Cabling | Detailed, critical thinker, organized |
| Thomas Troup | Traditional and IP Telecommunications, Networking, and Interior Wiring | Quiet and reserved, big picture thinker |

## Roles and Responsibilities

|  |  |  |
| --- | --- | --- |
| **Name** | **Role** | **Responsibilities** |
| Dawn Bissell | Team lead | Facilitate team communication. Perform quality control of deliverables. Provide documentation and help where needed on deliverables. |
| Michael Hristovski | Team member | Provide networking and help where needed on deliverables. |
| Thomas Troup | Team member | The main contact for VoIP related technology, help develop deliverables and help where needed. |

## Communication Strategies

The team will primarily communicate with email and business Skype. We will hold weekly meetings, via Skype, to review progress and go over assignments for the following week. For emails, a 24-48-hour response time is expected. Deliverables will have the added communication of comments. This will be accomplished with Microsoft OneDrive to share documents with the team.

# Project Management

The following sections pertain to project management. The deliverables that will be presented are a fully functional, reliable VoIP solution that is easy to use. Below includes a schedule and a budget estimate for this project and dependencies of components.

## Deliverables

The customer will receive a fully functional VoIP solution that is reliable and easy to use. This solution will include the necessary hardware and software. This solution includes a way to check voicemail, conference calling, direct extensions, do not disturb, and others mentioned in section 2.2. Furthermore, the data and voice streams will be separated on the network for security and QoS.

The instructor shall receive a vision and scope document and a final document of our deliverables. Quality will be measured via a peer review process. Deliverables will be shared and versions control via Microsoft OneDrive.

## Dependencies

Network implementation and server implementation cannot begin until the design phase has been completed. Application development is dependent on the application design. Documentation cannot be completed until the VoIP solution is designed and completed; furthermore, final approval from the customer is required before documentation can be finalized.

## Schedule

\*Referenced (Allen, et. al., 2015).

## Budget

VoIP Solutions, Inc. Cost Estimate

\*template obtained from (*Schwalbe, 2014).* Referenced (Business Literacy Institute, 2017).

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | # Units/Hrs. | Cost/Unit/Hr. | Subtotals | WBS Level 2 totals | Capitalized or Expense |
| 1. **Project Management** |  |  |  | **$50,000** | Expense |
| 1.1 Project Management | 80 | $100 | $8,000 |  |  |
| 1.2 Project team members | 560 | $75 | $42,000 |  |  |
| 1. **Hardware** |  |  |  | **$11,030** | Capitalized |
| 2.1 VoIP Appliances |  |  | $2,400 |  |  |
| 2.2 VoIP Office Phones |  |  | $1,200 |  |  |
| 2.3 Headsets |  |  | $1,500 |  |  |
| 2.4 Network Switches |  |  | $4,500 |  |  |
| 2.5 Cat 6 Cabling |  |  | $600 |  |  |
| 2.6 Wall Plates/Jacks |  |  | $200 |  |  |
| 2.7 Racks |  |  | $200 |  |  |
| 2.8 Patch Panels |  |  | $130 |  |  |
| 2.9 Cable Management |  |  | $300 |  |  |
| 1. **Software** |  |  |  | **$1,100** | Expense |
| 3.1 FreePBX Support |  |  | $800/year |  |  |
| 3.2 Software Development |  |  | $300 |  |  |
| 1. **Testing (10% of total hardware and software costs)** |  |  |  | **$1,213** | Expense |
| 1. **Training and Support** |  |  |  | **$3,500** | Expense |
| Training cost | 20 | $100 | $2,000 |  |  |
| Travel cost |  |  | $0 |  |  |
| Project Team Members | 20 | $75 | $1,500 |  |  |
| 1. **Reserves (20% of total estimate)** |  |  |  | **$13,368** |  |
| **Total Project cost estimate** |  |  |  | **$80,211** |  |

# Educational/Program Outcomes

The outcome of this project will expose the participants to new concepts that are not a direct part of the ITEC scope; as a result, the team will learn new skills that are essential in the workforce. The team will be required to collaborate on experiences in the field to gain a broader understanding of the Information Technology landscape.

## General Education

By working as a group to complete the VoIP project, we will utilize the skills and experiences of each group member to help complete each portion of the project. Whether they obtained those skills through education or working in the field, each member brings a unique skill set to the group to help the other members grow in areas they are less knowledgeable. Not only will it be an exceptionable learning experience for each other, but we will also experience the benefits, challenges, and pitfalls that can go along with working in a group. This experience will be extremely valuable moving forward in our careers and help us be prepared for future projects.

Since this project involves many tasks, we will delegate tasks based on individual’s strengths within the group. We will also maintain scheduled and nonscheduled communication with each other to share ideas, questions, deadlines, and any other information that is vital to the project. We will provide a completed project that will be evaluated by our instructor and peers, as well as a solution that will fill the needs of **Charlie's Manufacturing**.

## Information Technology

* In the execution of this project VoIP Solutions, will evaluate the existing network architecture of a medium sized company. Upon the completion of this analysis, a redesign of the network will be accomplished to replace components that are out of vendor support cycles. The facility will be rewired to support higher data transmission speeds and centralization of components. This effort is being accomplished to integrate a VoIP application to the network, supporting a robust communications platform.
* Through the effective use of tools, this project will implement a redundant voice platform, and a management console to automate administrative activities.
* In the user administrative training, VoIP Solutions will highlight a system security plan, including backup/recovery procedures. A continuity plan will be included in system turnover, allowing the customer to integrate with existing DR planning documents.

# Annotated Bibliography

Allen, M., McLees, J., Richardson, C., Waterford, D. (2015. April). Project planning and best practices. *Journal of IT and Economic Development*, 6(1), 1-15.

Phases of a project: initiation, planning and design, execution, monitoring and controlling, and closing. Project management often has re-planning. The scope is defined and more precise as the plan is executed. A key element of a project plan is scheduling. Without a proper schedule, you are planning to fail. Utilize software tools to help with the planning and scheduling process.

BICSI. (2002). *ANSI/NECA/BICSI 568 Standard for Installing Commercial Building Telecommunications Cabling.* BICSI.

BICSI is a National Standards body for Telecommunications and Data Wiring, practices are defined in how to properly install and terminate Communications Cables.

Business Literacy Institute. (2017). *Expensing vs capitalizing.* Retrieved on June 4, 2017 from http://www.business-literacy.com/financial-concepts/expensing-capitalizing/

“Expensing vs Capitalizing

Definition:

Expensing vs. capitalizing refers to how a cost is treated on the financial statements. Expensing a cost indicates it is included on the income statement and subtracted from revenue to determine profit. Capitalizing indicates that the cost has been determined to be a capital expenditure and is accounted for on the balance sheet as an asset, with only the depreciation showing up on the income statement.”

Guest Contributor on TechRepublic. (2013, July 8). *10 VoIP features that can benefit your small business.* Retrieved June 08, 2017, from http://www.techrepublic.com/blog/10-things/10-voip-features-that-can-benefit-your-small-business/

This resource was very valuable in understanding the common features associated with VoIP systems and their benefits.

*Half of All Network Devices* *BICSI. (2002). ANSI/NECA/BICSI 568 Standard for Installing Commercial Building Telecommunications Cabling. BICSI.re Outdated – And Vulnerable*. (2016, June 26). Retrieved from Infosecurity Magazine: https://www.infosecurity-magazine.com/news/half-of-all-network-devices-are/

With the upward trend of malware attacks, global network monitoring firm Dimension Data, publishes an annual report of network health based on device age, supportability, and vulnerabilities.

Mae, I. (2016, September 12). *VoIP and the internet of Things: can they transform your business?* Retrieved on June 20, 2016 from https://www.voipreview.org/blog/voip-and-internet-things-can-they-transform-your-business

Using VoIP technology as the core for IoT provides greater functionality, cost-savings, and increased productivity for a business. VoIP allows for a business to cut costs while adding additional features that provide flexibility and increased productivity, especially when connected to IoT applications.

Examples of what is possible when integrating VoIP with IoT include:

• Control of lighting and temperature of facility from a VoIP device

• Alerts of when machines needs repaired or require maintenance

Sync calendar with machines to prepare for meetings

National Fire Protection Association. (2014). *National Electric Code.* Quincy, Massachusetts: National Fire Protection Association.

Section 800.25 of the NEC requires the removal of abandoned communications and electrical wiring. In addition to installation practices for communications equipment rooms, and racks.

Schwalbe, K. (2014). *Information technology project management,* 7ed. Boston, MA: Course Technology, Cengage Learning.

Obtained the template for section 6.4 Budget.

## Response to Reviewers

We chose to focus on the feedback that was specific and more concise. There was a tendency for reviewers to give us a “needs work” but would not tell us why or what to fix. Furthermore, we had one reviewer that marks all low scores because they had not turned off “show all markup” in their Word application; thus, they had difficulty reading our document.

The following is a list that summarizes what we chose to adapt in our document.

* Read through and look for grammar errors
* Objectives improve by explaining how they will be measured
* Section 1.5, changed dual implementation to parallel adoption
* Add to section 2.2 if features are technical, security and privacy, or compliance
* Remove “although” from section 3.2 to be more concise
* Section 4, replay O&M with operation and maintenance.
* Section 4.1, add if customer relation attitude is receptive or resistant to the project
* Add VoIP LLC to the stakeholders list with our profile
* Need reference data in section 4.2
* Look into degree of freedom for quality under project priorities “confusing”
* Remove etc. from section 5.0
* Section 5.0 needs to be more of a general overview
* Specify who the outside contact is for resolving conflict
* Include a negative peer review as a consequence for underperforming members of the team
* Add employee training to project schedule
* Include a dependency for testing/training
* Education outcomes need to be tied to technical area outcomes
* Need to include intext citations
* Include a risk about server crashes and equipment failure
* Need to include alternatives for the assumptions/dependencies list
* For business context, need "iron triangle" of features, cost, and time
* Go over the project schedule and make sure it matches what we said in the objectives (need to add testing and analysis)
* Expand on success criteria in addition to objectives
* Include an explanation as to why there are no high risks (or create some)
* Future release needs more details
* Project Priorities table needs more detail
* Adjust Section 3 header
* Security risk are "not really broken down and the solution vague"
* Target the responsibilities for team members
* More detail for constraints in stakeholders table
* Delete comments