



MEMO

To: Infrastructure Services Board
From: [REDACTED] – Telephony Project Manager
cc: [REDACTED] Programme Manager
Date: 11/09/15
Subject: Decision Required – Headset Purchase for Skype for Business

Background

This memo describes the type of headsets and desk phone options available to users from the Skype for Business Project to be ready for the building moves planned in December.

The Skype for Business project is scheduled to be implemented for staff to coinciding with the building moved planned for December. In keeping with the mobile working strategy being adopted by the Ministry desktop phones will be replaced by soft phones for staff.

The soft phone in this case is Skype for Business application that requires a headset connected to the device that staff will be using. The device will either be a desktop computer, laptop or tablet type of computer.

Currently, Ministry staff can choose x types of headsets which offer features including single or double ear pieces and wired or wireless connection to their computer.

Requirements for selection of headsets

Functionality

- Lync compatible
- 1 earpiece or two (newer versions of current offerings on the intranet)

Connectivity:

- wired with an option of audio or usb connection able to be used by staff with hearing devices

Model	Cost	Description
Plantronics C310 M	[REDACTED]	Single ear, USB and audio connection option
Plantronics C320 M		Dual ear, USB and audio connection option
Plantronics C510 M		Single ear USB connection only
Plantronics C520 M		Dual ear USB connection only

We get the job done Ka oti i a mātou ngā mahi

We are respectful, we listen, we learn He rōpū manaaki, he rōpū whakarongo, he rōpū ako mātou

We back ourselves and others to win Ka manawanui ki a mātou me ētahi ake kia wikitoria

We work together for maximum impact Ka mahi ngātahi mō te tūkinga nui tonu

Great results are our bottom line Ko ngā huanga tino pai ā mātou whāinga mutunga

The C500 series models are designed for heavy duty users i.e MOE Service Desk or those that use the phone more frequently.

Existing Bluetooth headsets

Considerations include security accreditation and the density of them in a particular given area.

The expectation is that these will continue to work with Skype for Business as long as the headsets are Skype for Business / Lync Certified. If however they don't then the relevant cost centre will fund the equivalent upgrade (Cost range [REDACTED])

Staff with hearing aids

The project will work on a case by case basis to assist staff options or possibilities include using Bluetooth on the device, or using a Bluetooth dongle with a lanyard.

Users are scheduled to receive their training during October and November 2015. It is intended that after the delivery of training, staff with hearing aids will be consulted to see what type of headset will work with their particular hearing aid.

Upon completion of the Skype for business Phase 1, staff will be able to obtain headsets ordering via the intranet as per the existing process.

Proposed Rules for issuing headsets

Initial headset supplied by the Skype for Business project.

- Supplied on day one when they move to new building
- Replacements post move charged to users cost center

Deskphones

The expected number of desk phones deployed are expected to be reduced, as most staff will be using soft phones with headsets.

Propose that users requesting a desk phone, these are supplied on a case by case basis and funded by the relevant cost centre.

Models proposed include a standard, advanced desk phone and meeting room phones.

Model	Price	Description
VVX310	[REDACTED]	Single user phone
VVX Expansion		Additional buttons for groups
VVX500		Advanced phone
Cx3000		Medium sized meeting room

Notes

The Wellington contact centre teams – MOE Service Desk, and Sector Service Desk, Resourcing Contact Centre which are on the Avaya Contact Centre System are still going to use their existing Avaya 1140E phones.

There are teams in St Pauls Square e.g TeachNZ that are on hunt groups and accept calls from public. These teams may be best provided with desk phones if they are on call most of the time.

Other teams similar to TeachNZ will be identified.

Recommendations

1. Users will be provided with a soft phone headset as standard
2. Users will be provided with an initial headset when they move to the new building. After the move, should any replacements be required, these will be charged to the users cost centre.
3. Deskphones will be provided to users as an exception only and on a case by case basis.

Approve

4. Issuing a request for quotation for 4 types of headset (Plantronics Blackwire headset models C310 M, C320 M, C510 M, C520 M) as detailed in this memo

Approved/Declined



Stuart Wakefield

Chief Information Officer

