



Communication Services

Voice and VoIP Options

Overview

The NC DIT Communication Services Team assists government entities with determining their requirements and providing options for voice services. This includes project coordination of DIT-managed voice services, Centrex, TDM sunset, local and long distance, bill conversion and by request, assistance with non-managed State telephony contracts, 725A and 725T.

Key Tasks of DIT Communication Services

DIT-Managed Platform

- Define voice project objectives.
- Perform a site survey (cabling, network switches, analog requirements, bandwidth etc.).
- Provide cost comparison estimates.
- Complete and review Requirements Documentation.
- Review Design and Pricing Agreement.
- Manage project meetings between customer, DIT internal teams, and vendors.
- Submit requests for line disconnects.
- Provide Transition Services to the Customer.

Non-managed State Telephony (725A and 725T contracts)

- State contract 725A Premise Equipment:
<https://www.phonepurchase.nc.gov>
- State contract 725T Hosted VoIP and SIP Trunks:
<http://www.siptrunking.nc.gov/>
- Manage system procurement or upgrade process at customers' request. For more information, please visit
<https://it.nc.gov/services/service-directory/telephony/premise-telephony/purchase-upgrade>

Customer Options

Please refer to the Voice Services Options on the following pages.



Contact NC DIT Communication Services

NC DIT Help Desk 1-800-722-3946 or 919-754-6000

DIT Service Portal: https://ncgov.service-now.com/sp_dit

For a more detailed service description, go to NC DIT Communication Services at <https://it.nc.gov/services/telephony>



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Task Checklist

	Telephony Services Customer and DIT Responsibilities	Checklist Process
	Customer	Request new telephone service.
	Communication Services	Define project objectives with agency.
	Communication Services and Customer	Review current phone system and gather requirements for the new system.
	Communication Services	Complete Requirements Document and submit to Voice Engineering.
	Voice Engineer	<input type="checkbox"/> Determine VoIP Bandwidth. <input type="checkbox"/> Verify QoS. <input type="checkbox"/> Prepare Budgetary Quote-Statement of Services. <input type="checkbox"/> Complete Design and Pricing Agreement.
	Customer	Review and sign Requirements Document to initiate work.
	Customer	Submit request for LAN/WAN, Cabling and Analog requirements.
	Communication Services	Submit design to DIT Operations.
	Voice Operations	Open any applicable DIT Service tickets for the following services: <input type="checkbox"/> DIT Network Services (IPs/Firewall Rules) <input type="checkbox"/> DIT Voice Engineer (Gateways, Paging, Analog Devices) <input type="checkbox"/> DIT Field Services (Install Router, Gateway, Voice Equipment) <input type="checkbox"/> DIT Operations: Training
	Voice Operations	Program system per design.
	Communication Services, Voice Operations, Field Services	Coordinate delivery of services to customer.
	Customer and Communication Services	Test system to ensure design specifications are correct.
	Voice Operations	Conduct customer training on new system. (Train the Trainer)
	Communication Services and Customer	Request service disconnects (Analog lines).
	Communication Services	Submit Billing and first Bill Review.
	Customer	Submit ticket request via the DIT Service Portal or with DIT Service Desk for changes.



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Voice Services Options

Options	DIT-Managed EIPT	725T SIP Trunk and Hosted VoIP Contract	725A Contract
Option available to	State Agencies	City and County Government	City and County Government
Vendors on contract	Cisco and Avaya	AT&T and CenturyLink	Toshiba, Century Link, Siemens, Blackbox, Avaya, NWN, Brightstar Communication
Platform Support	DIT managed: One vendor for equipment, dial-tone and maintenance	Vendor managed: One vendor for equipment, dial-tone and maintenance	Multi-vendor solution: equipment vendor, dial-tone vendor and possibly vendor for wiring
Phone Brand	Cisco Avaya	Mitel & Cisco (AT&T) Cisco & Polycom (CenturyLink)	Varies per vendor
Billed by	Billed by DIT. Maintenance included in line rate	Billed by selected vendor. Maintenance included in line rate	Maintenance and equipment billed by vendor, Lines billed by DIT or local service provider
Dial-tone	SIP trunks and SIP PRI's shared across platform	SIP Trunk or SIP PRI	SIP Trunk or SIP PRI obtained via 725T
SIP Faxing available	No	Yes	No
Softphone capability	Yes	Yes	Yes
Network Assessment Required	Yes	Yes	Yes
Data Circuit Requirements	Can utilize current data circuit if there is adequate bandwidth	Can utilize current data circuit if there is adequate bandwidth	Can utilize current data circuit if there is adequate bandwidth
POE Switches Required	Yes	Yes	Yes
Cabling Required	Minimum CAT 5	Minimum CAT 5	Minimum CAT 5
SOW Required	No	Yes	Required for complex systems/IVR
Call Center Solution Offered	Yes, via Avaya platform	Yes	Yes
Call Recording	Yes, via Avaya platform	No	Yes
Trouble reporting	Open ticket with the DIT Service Desk or through the DIT Service Portal	Contact Vendor	Contact equipment vendor, dial tone provider or DIT Service Desk for lines billed by DIT

NC Department of Information Technology

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<https://it.nc.gov/services/service-directory>

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