

Managers' Briefing: Upgrading the phone system at City Chambers East



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Background

The council is upgrading the telephone system to create one single system and all the phone handsets will be replaced. There will be no changes to any telephone numbers as part of this project. The project is being delivered by the CGI who have employed Commsworld to carry-out this work on site. CGI are working with the Strategic Innovation and Technology (SIT) Team to plan the implementation at each council site.

If you have staff who are normally based in City Chambers East (John Street and Montrose Street) then you need to make sure they get the messages in this briefing.

Who's this briefing for?

If you are currently working in City Chambers East or intend to visit the office soon to deliver essential services, this information tells you what to do during the upgrade on site and the short loss of service you'll experience on your desktop phone and PC.

If you are not working in the office but are normally based in City Chambers East and you recently picked up a new laptop to access your desktop through Cisco Mobility Client then you'll experience a short loss in connection to the network.

When is the work happening?

All desktop phones in City Chambers East (John Street and Montrose Street) are due to be replaced before the end of October – starting week commencing Monday 26 October. The plan below shows when the engineers will be carrying out this work and when you will experience a short loss of connection on your desktop phone, PC or laptop (remote desktop users only). If this timetable changes you will be updated.

Task Name	No of handset	Duration	Start	Finish
City Chambers East	0	6 days	Fri 23/10/20	Fri 30/10/20
City Chambers East - Handset Deployment	0	1 day	Fri 23/10/20	Fri 23/10/20
1st Floor	238	2 days	Mon 26/10/20	Tue 27/10/20
Basement	34	0.5 days	Wed 28/10/20	Wed 28/10/20
Ground floor	90	0.5 days	Wed 28/10/20	Wed 28/10/20
2nd Floor	34	0.5 days	Thu 29/10/20	Thu 29/10/20
3rd Floor and 4th Floor	186	1.5 days	Thu 29/10/20	Fri 30/10/20

How will Commsworld do this work?

The engineers will be replacing the phone handsets via the Ethernet cables, Commsworld are planning to carry-out this work following the current government guidelines on physical distancing, they will:

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- Put signs on doors and exhibition stands to make you aware they are working in your area
- Commsworld staff will be wearing PPE at all times
- Commsworld will sanitise the phone handset before they leave the area
- They will also sanitise the old phone handset before they remove it.

If I'm in the office what do I need to do?

If you are in the office when your phone is being upgraded you will need to arrange to work somewhere else or take a short break. Installing the phone at your desk will take up to 10 minutes.

You should continue to follow the government guidance, you'll find the current guidance [here](#). In summary, they advised that physical distancing and hand washing are the most effective measures we can all adopt to prevent the spread of coronavirus.

Will my desk be cleaned after the engineer has finished?

Any occupied desks will be cleaned by the Facilities Management Team once the work is completed to allow you to return to your desk. All the other desks on the floor will be cleaned by the end of the day.

I'm in the office, what's the interruption to service?

The changes will happen in two stages. Firstly the phone handset will be installed at your desk. The system transfer will take place once the network has been configured, which could be that later that day or the following day and handset changes may take up to 5-10 minutes, during this time your phone won't be working but your call forward facility will remain in place, so you'll still get calls on another phone.

I'm out the office, will my call forward be interrupted?

Your call forward should continue to work unless you've changed this very recently and the new information hasn't been captured. If this is the case then you'll need to tell your SIT Business Partner through your line manager.

I'm out the office, will my network connection be interrupted?

For most staff working at home there will be no interruption to connections.

If you recently picked up a new laptop to access your desktop through Cisco Mobility Client then you'll perhaps experience a 5 min network disruption connection when the system is updated. This will be within the date range described in the timetable above for your floor.

Can I change my voicemail remotely on the new phone system?

This can only be done if you do not have a call forward on already. Ring in to own number, press * then enter password, 1111 and press 8 to change greetings.

Managers' Briefing: Upgrading the phone system at City Chambers East



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Your voicemail will be de-activated while you have a call forward in place while you work from home, this will be re-activated on your return to working in the office to ensure all messages flow directly to your call forward number.

If your voicemail is still activated you will need to check your Mitel voicemail on a regular basis. A trigger will be a missed call on your mobile.

Can I change my voicemail remotely on the new phone system?

Your voicemail on the old system will no longer be available, please retrieve your voicemail on the cisco system prior to your migration date. Voicemails can still be accessed on the new Mitel system, similar to the process on changing your voicemail message. You will need to re-set your voicemail on the new handset POST Migration. To do this you need to ring in to your own number, press* then enter password, 1111 and press 0 to list options (though does prompt you if you have a message).

How will I be supported?

A quick reference guide will be left next to your new handset. Desktop phones will be the Mitel 6920 and you'll find more information about the features of the phone and how to use it [here](#)

What are the benefits?

- All internal calls (to any council site) will be free of charge
- All standard handsets will be replaced with new standard handsets
- Allows flexibility to log in and out of the phone system and into different handsets in different locations (once the project is complete, if you move sites, offices or rooms you can take your number with you).

My name hasn't been updated on the phone system

If you logged out of your phone before you left the office to work from home then you'll need to tell the project team you've done this so that they can update the system with your details. If this affects you then you need to fill in the form and email it to IPTProjectChanges@glasgow.gov.uk

Please also advise any ring and pickup group that you need to be added to.



Missed User's Data
Collect.xlsx

Reporting a problem

If you have any problems after the changes then you should contact CGI on 0141 287 4000 or email GCCservicedesk@cgi.com.