Cutover Planning and Management

TM Chapter 21

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What is Cutover?

- Transition from an old system to a new one
  - Disrupts organization
  - Object is to minimize disruption through planning
  - New system should make employees more productive with proper training on new plaem.

Planning the Cutover

- Divide and conquer tasks with teams
- Decide whether to re-use some existing facilities
- Train users how to operate new equipment

Station and Trunk Reviews

- Develop information for programming switch or network
  - establish standards
  - determine storage space
- Floor plans should show telecom outlet locations
  - station types
  - port assignments
  - other identifying info

Cutover Task Lists

- System Procurement
  - Determine system requirements
  - Develop requests for proposals
  - Select the system
  - Negotiate contract

Cutover Task Lists

- Cutover Planning
  - Determine trunk transition methods & quantities
  - Plan station requirements
  - Develop training plan & cutover schedule
  - Develop testing methods & security measures
  - Develop station numbering plan

Cutover Task Lists

- Station Work
  - Conduct station reviews
  - Develop class of service plan
  - Develop wiring plan
  - Develop voice mail plans
  - Assign station numbers
  - Place station wiring and equipment
  - Install software

Cutover Task Lists

- Equipment Room
  - Select Location
  - Prepare equipment room
  - Prepare electrical wiring
  - Prepare HVAC

Cutover Task Lists

- Equipment Installation
  - Place equipment and trunk orders
  - Install equipment
  - Test equipment
  - Conduct acceptance testing

Cutover Task Lists

- Initialize Software
  - Prepare station & trunk translations
  - Program least-cost routing
  - Prepare toll fraud barriers
  - Set up voice mail boxes
  - Initialize call accounting software

Cutover Task Lists

- Operational Functions
  - Develop contingency & intercept plans
  - Reprint telephone directory & stationary
  - Set up help desk
  - Develop trouble reporting procedures
  - Train users

Cutover Task Lists

- Postcutover Activities
  - Follow up on training effectiveness
  - Check on least cost routing
  - Follow up on trunk quantities
  - Check billing
  - Accept system (or reject it!)

PBX Station Reviews

- Most PBXs offer 5 types of terminals:
  - Single-line analog set
  - Single-line digital set with feature buttons
  - Multiple-line set with feature buttons
  - Multiple-line set with digital display
  - ISDN set

Fall Back Plan

- A fall back plan is necessary
  - What is probability of delay?
  - What other projects depend on plan completion?
  - What factors could cause delay?
  - What alternatives are available to hold the schedule despite delays?

Testing The New System

- Physical inspection of equipment
- Testing of alarms
- Dial-through tests to all stations
- Test restriction levels, COS
- Test trunks, T1, tie lines
- Test call routing & call accounting system
- Test anti-toll fraud barriers

Postcutover Followup

- First few days following cutover are crucial to system
- Verify all documentation
- Establish a system for maintaining records
- Analyze trouble reports