

David Young

Telecoms Infrastructure Programme Manager



Project Manager, IP Telephony infrastructure roll-out and migration – Leading Media Company

Summary:

The client's mission was to rationalise eight operational buildings to three (in a 3 month period), whilst using the opportunity to refresh their telephony technology. Due to the client's 24x7 nature, this required careful planning and detail oriented management to assure no interruption in business critical operations. The move to a new 'main building' and tight contractual timeframe for release of the old building further compounded the critical nature of this project. David:

- Project managed both internal and external parties, ensuring a sufficiently detailed plan was held
- Collected detailed requirements by:
 - Facilitating workshops and building templates and support documents
 - Forming the outputs into a series of work packages and configuration tables for suppliers
- Corralled customer stakeholders to make and own decisions and sign-off configurations
- Managed the build:
 - Building Infrastructure deployment (Carriers, Cat 6 cabling, SERs, LAN infrastructure, managed WAN infrastructure, main equipment room & disaster recovery centre) through developed relationships with relevant experts, stream leaders and external parties.
 - Telephony system pre-stage build and test & delivery
 - Initial build, system testing and user acceptance testing
 - Full roll-out and load-testing
- Managed the migration:
 - Working with existing suppliers to understand current infrastructure and configuration
 - Planning a detailed, step-by-step 'zero-down time' 3 phased migration path
 - Planning and implementing user training
 - Working with several carriers to port and divert DDI number ranges
- Decommissioned old systems
- Actively managed Risk and Issues and reported status and progress to senior management

Specific Achievements:

- Re-set professionalism and level of engagement of key supplier (which otherwise would have compromised delivery)
- Rationalised changing requirements (due to concurrent organisational re-design)
- De-risked business operations through direct engagement with each moving team
- Assured high quality results through careful attention to detail
- Gained very positive feedback from sponsor and senior stakeholders

Outcome:

A seamless migration on time and within budget. Users were able to move out of one building and into the next with no down-time. Senior stakeholders were in disbelief that such a project could go without hitch. Support teams were keen to adopt newly trained technology.