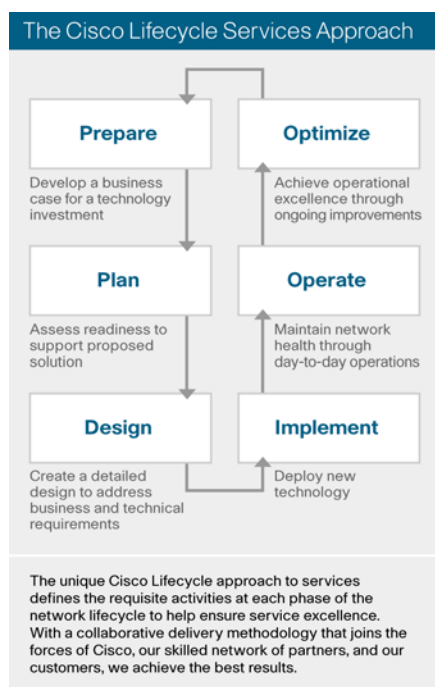# Cisco Unified Communications Scoped Planning and Design Services

Successfully plan and design a high-performance Cisco Unified Communications system, accelerating business advantage.

The Cisco Lifecycle Services Approach

Prepare
Develop a business case for a technology investment

Plan
Assess readiness to support proposed solution

Design
Create a detailed design to address business and technical requirements

Optimize
Achieve operational excellence through ongoing improvements

Operate
Maintain network health through day-to-day operations

Implement
Deploy new technology

The unique Cisco Lifecycle approach to services defines the requisite activities at each phase of the network lifecycle to help ensure service excellence. With a collaborative delivery methodology that joins the forces of Cisco, our skilled network of partners, and our customers, we achieve the best results.

Service Overview

Cisco® Unified Communications solutions unify voice, video, data, and mobile applications on fixed and mobile networks, delivering an easy-to-use, media-rich collaboration experience across business, government agency, and institutional workspaces. These applications use the network as the platform to enable users to connect, anywhere, anytime, and anyplace, using any medium, device, or operating system.

You can best realize those benefits with a system that has been designed and deployed as effectively as possible. By properly assessing and addressing critical business and technical requirements prior to implementation, you can prevent costly delays, improve service quality, and deploy a solution that meets your business needs now and in the future.

Planning and Design for Deployment Success

Cisco Unified Communications Scoped Planning and Design Services help you to identify and proactively address crucial business and technical considerations before you expend time and resources implementing your Cisco Unified Communications solution.

These services provide a consistent, repeatable methodology to help you successfully plan and design a scalable, resilient, and available converged network and to prepare your staff to use and support it. Cisco engineers with years of experience designing and deploying voice solutions will assess your needs and can work with you and our certified partners to help you get the most value out of your migration. Cisco engineers are experts in unified communications and are uniquely able to identify critical gaps in the technical and operational aspects of deployments.

Cisco Unified Communications Scoped Planning and Design Services can be tailored to meet the needs of your organization and include:

- Cisco Unified Communications Scoped Planning Service
- Cisco Unified Communications Scoped Design Service

Cisco Unified Communications Scoped Planning Service

Planning for the successful implementation of a converged voice and data network begins with a holistic, accurate approach to capturing requirements, validating your proposed architecture, assessing network and site readiness, and managing the project.

Cisco helps you prepare your network, staff, and business for Cisco Unified Communications through six service activities:

- Solution and end-user requirements validation
- Architecture validation
- Network readiness assessment
- Operations Support Planning Workshop
- Site requirements specification
- Project management

Solution and End-User Requirements Validation

Migration to Cisco Unified Communications starts with an inventory of the voice features and functionality you use to run your business today. We help you avoid design surprises by validating that the selected components in your Cisco Unified Communications solution will meet your business needs and design objectives.

Architecture Validation

Reduce technical risks and avoid costly redesign by assessing the alignment of your high-level design with your solution requirements and design objectives. Architecture validation gauges your high-level design's ability to scale to meet your network growth requirements and its conformance with proven Cisco Unified Communications leading practices.

Network Readiness Assessment

Network readiness is critical to your migration to Cisco Unified Communications. This assessment gauges the readiness of your existing network infrastructure to support your Cisco Unified Communication solution. It recommends improvements to your network configuration and design and develops a plan to implement the recommendations. It also addresses hardware, software, traffic, capacity, network design, IP addressing, quality of service, availability, scalability, security, cabling, power, and existing network services.

Operations Support Planning Workshop

Identify opportunities to improve your operations staff's ability to support a Cisco Unified Communications solution, as well as the state of your support infrastructure, processes, and tools. We help you plan your operations support roadmap by comparing and contrasting your current processes relative to industry and early-adopter leading practices.

We collect information using the standards-based frameworks that cover voice and data operations groups and processes and review current support roles. These frameworks include Enhanced Telecom Operations Map (eTOM); fault, configuration, accounting, performance, and security (FCAPS); and Information Technology Infrastructure Library (ITIL). An operations report includes a remediation plan providing recommendations for improvement.

Site Requirements Specification

Prepare for your Cisco Unified Communications deployment by evaluating the readiness of your existing site facilities to accommodate your proposed solution. Site requirements specification defines site environmental, power, and physical requirements based on your high-level design and solution components. Cisco develops customized site survey templates for onsite analysis and provides remediation plans for preparing your site for implementation.

Project Management

Reduce risk, resolve problems quickly, and keep your deployment project on track with support from Cisco project managers who are trained to manage converged network migrations using our Cisco Unified Communications methodology. Our project managers bring deep experience and knowledge to developing a comprehensive project management plan with deliverables and to managing your deployment project throughout its lifecycle.

Cisco Unified Communications Scoped Design Service

Developing a detailed design is essential to reducing risk, delays, and the total cost of your Cisco Unified Communications deployment. Plans for implementing and testing your system and preparing your staff are your guides for accelerating successful deployment and preparing your organization.

The Cisco Unified Communications Scoped Design Service considers your business and technical requirements, identifies network changes required to support your system, and helps you prepare your IT staff through four service activities:

- Detailed design development
- Site-specific network implementation plan development
- Solution and site acceptance test plan development
- Staff training plan development

Detailed Design Development

Detailed design development provides an implementation-ready solution design for a secure converged network that will scale to take advantage of voice-application innovations. The design process integrates technical and network remediation requirements to help improve network performance, resiliency, and availability. It identifies and integrates requirements for applications and third-party software, and addresses system elements including:

- Routing strategy, call-processing systems, and addressing
- Communications design, including messaging flows, corporate directory structure, and integration with the existing voicemail and messaging infrastructure
- An integration strategy for conferencing applications, including a deployment model and video, data, or groupware requirements

Site-Specific Network Implementation Plan Development

A detailed implementation plan that accurately estimates time and resource requirements helps you to reduce delays, rework, and other risks during implementation of your Cisco Unified Communications solution at a particular site. Cisco can develop a site-specific network implementation plan containing a project plan and an outline of the processes required to implement Cisco Unified Communications equipment and applications. A more predictable deployment results from this detailed planning and scheduling of resources and structuring and controlling of events.

Solution and Site Acceptance Test Plan Development

Speed migration and accelerate return on your investment in a Cisco Unified Communications solution by identifying the right test cases and acceptance criteria for implementation. Cisco can develop an acceptance test plan containing processes, test cases, and schedules for use in validating that the deployed system meets the operational, feature, functionality, network infrastructure, and interface requirements specified during architecture validation and in your detailed system design.

Staff Training Plan Development

An essential step toward preparing your staff for Cisco Unified Communications solution deployment and reducing operating costs is establishing plans for resolving proficiency issues that could affect staff productivity and performance. Cisco can define the tasks required to support and use your solution, evaluate the ability of your functional groups to perform those tasks, and develop training requirements and plans for addressing skill and knowledge gaps.

Benefits

Cisco Unified Communications Scoped Planning and Design Services help you to successfully plan and design a high-performance Cisco Unified Communications solution for a large enterprise network, and to:

- Create a Cisco Unified Communications solution design that meets your voice and data network requirements today and can scale to integrate innovative voice applications in the future
- Improve the return on your investment and speed migration by identifying and planning for necessary infrastructure changes as well as resources
- Improve your operations staff's ability to support a Cisco Unified Communications solution, as well as the state of your support infrastructure, processes, and tools
- Reduce the duration and technical risk of Cisco Unified Communications deployment projects by proactively identifying potential gaps and risks
- Accelerate the successful implementation of your converged network by using proven Cisco methodologies
- Lower operating costs and improve staff productivity by enhancing operations staff knowledge

Why Cisco Services

Cisco Services make networks, applications, and the people who use them work better together.

Today, the network is a strategic platform in a world that demands better integration between people, information, and ideas. The network works better when services, together with products, create solutions aligned with business needs and opportunities.

The unique Cisco Lifecycle approach to services defines the requisite activities at each phase of the network lifecycle to help ensure service excellence. With a collaborative delivery methodology that joins the forces of Cisco, our skilled network of partners, and our customers, we achieve the best results.

Availability and Ordering

Cisco Unified Communications Scoped Planning and Design Services are available through Cisco or Cisco Certified Partners globally. Details might vary by region.

For More Information

For more information about Cisco Unified Communications Scoped Planning and Design Services or other Cisco Services, visit www.cisco.com/go/ucservices or contact your Cisco service account manager.

Cisco Services.
Making Your Business
Work Smarter.

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