Introduction

This document describes the AT&T Hosted Skype for Business Project roles and responsibilities as they are assigned during the phase when the project is active. When the project is completed, they will no longer apply.

AT&T Hosted Skype for Business Project - Roles and Responsibilities

Project Phase	Role	Responsible	Action Items
Playbook Development	Review AT&T Skype Playbook	PMO Tech Arch.	
	Review and Finalize AT&T Checklist	PMO	
	Integrate AT&T Skype Playbook with DET Skype Playbook	PMO Tech Arch.	
	Establish process for Order Management	PMO	
	Finalize Playbook	PMO	
Service Offering	Finalize SOD	PMO	
	Finalize Supported Device List	Tech Arch.	
	Finalize R&R	PMO	
	Finalize Rate – Add to Rate Sheet	PMO	
Draft and Finalize Production Support Plan	Draft and Publish ESD Production Support Plan	PMO	
	Draft and Publish Network Production Support Plan	PMO	
	Draft and Publish Desktop Production Support Plan	PMO	

Project Phase	Role	Responsible	Action Items
	Draft and Publish Telecom Production Support Plan	PMO	
Go-To Market Plan	Draft Plan for Skype Migration from On-Premise/O365 to AT&T	Tech Arch.	
	Draft and Finalize Marketing Materials	PMO	
	Communicate to ACSC	Project Business Sponsor	
	Communicate to ITDC	Project Business Sponsor	
	Communicate to AO	Project Business Sponsor	
	Communicate to ITESC	Project Business Sponsor	
	Communicate to Telecom Managers	Project Business Sponsor	
	Develop Agency Roadmap	PMO	
Site Survey / Capture Document	Identify Resiliency Requirements for Access Low - Internet Only Medium – BadgerNet Only High – BadgerNet with Internet Backup Custom – 4G Backup, SBA, etc.	DET Network Agency	
	Identify Bandwidth / Concurrent Audio Call Requirements	DET Network Agency	
	POE Availability	DET Network	
	End-User Identification	DET Agency	

Project Phase	Role	Responsible	Action Items
System Implementation	Build out and configure a new Skype4B Pool at the AT&T Data Center specific to the State of Wisconsin	AT&T	
	Build out and configure associated Database servers, Edge servers, Reverse Proxies, Load Balancers, Mediation servers SBCs, Office Web Apps servers, etc.	AT&T	
	Build-out new Centralized SIP Trunks	AT&T	
	Establish connectivity between DET infrastructure and AT&T	AT&T DET Network	
	Establish AD Integration	AT&T DET AD	
	Modify or create any required DNS entries	AT&T DET AD	
	Request and implement any required SSL Certificates	AT&T DET Collaboration	
	Identify and Implement the Dial-plan	AT&T Tech Arch.	
	Extend Skype4B Topology between DET and AT&T	AT&T DET Collaboration	
	Establish Exchange Online Integration	AT&T DET Collaboration	
	Implement Skype4B Online / On-premise Hybrid association at AT&T	AT&T DET Collaboration Tech Arch.	

Project Phase	Role	Responsible	Action Items
	Move required Skype4B Online users to On-premise	DET Collaboration	
	Sync Databases	AT&T DET Collaboration	
Site Preparation	WAN Configuration BCN and / or Internet	AT&T DET Network	
	LAN Configuration VLAN, QOS, DHCP, Etc.	DET Network	
	Firewall Configuration	DET Firewall	
	Web Service Proxy Configuration	DET	
	Network Equipment Setup POE Switches, SBA, Etc.	AT&T DET Network	
	End User Equipment Setup	AT&T Agency	
	Site Configuration in Skype4B	AT&T	
	End User Configuration in Skype4B	AT&T	
	Response Group Configuration in Skype4B	AT&T	
	Testing	AT&T DET Agency	
	Training	DET Agency	
Migration of Existing Skype4B Users Per Site	Follow Site Preparation steps for existing Skype4B user / sites	AT&T DET Collaboration	

Project Phase	Role	Responsible	Action Items
	Move existing Skype4B users to the new AT&T Pool	AT&T DET Collaboration	
	Configure the DIDs for existing users in Skype4B	AT&T	
	Port existing UC-Voice DIDs to new Centralized SIP Trunks	AT&T	
	Port existing Skype only DIDs and Dial-in access numbers to new Centralized SIP Trunks	AT&T	
	Port Centrex numbers for existing Skype4B users		
	Testing	AT&T DET Agency	
	Decommission the On-premise Pool	DET Collaboration	
Migration of Non-Skype4B / Centrex Users	Follow Site Preparation steps for existing Skype4B user / sites	AT&T DET Collaboration	
	Set up new users in Skype4B	AT&T	
	Configure the DIDs in Skype4B	AT&T	
	Port Centrex numbers	AT&T	
	Testing	AT&T DET Agency	
Hunt Groups / Response Groups	Identify and document Hunt Group (Basic Profile) requirements, including Pilot Number, Routing Method, Agents, etc.	Telecom Agency	

Project Phase	Role	Responsible	Action Items
	Identify and document Response Group (Enhanced Profile) requirements, including Pilot Number, Routing Method, Prompting, Agents, etc.	Telecom Agency	
	Implement Hunt Groups (Basic Profile)	AT&T	
	Implement Response Groups (Enhanced Profile)	AT&T	
	Testing	AT&T Agency	
	Hunt Group Administration	AT&T Agency	
	Response Group Administration	AT&T	