



Introduction

This document describes the AT&T Hosted Skype for Business (Skype4B) Service roles and responsibilities as they are assigned to the Department of Administration (DOA) Division of Enterprise Technology (DET) and State agencies that subscribe to the service. A separate document, [AT&T Hosted Skype for Business \(Skype4B\) Service Offering Definition](#), fully details this service and should be referred to for that description.

For descriptions of the many services offered by DET to agencies, please see the IT Services Catalog (<https://det.wi.gov/Pages/ServiceCatalog.aspx/>). AT&T Hosted Skype for Business (Skype4B) support falls under the [Platform Services](#) category.

Codes

- R** Responsible for the activity
- C** Consulted about the activity

AT&T Hosted Skype for Business (Skype4B) – DET Managed Roles and Responsibilities

	Responsibility Category	Responsibility	DET	Agency	AT&T	See Notes
1	Planning	Complete "Migration Commitment" form and return to AT&T.	R			
2	Planning	Conduct initial DET / Agency Meeting.	C	R		
3	Planning	Provide the Onboarding Workbook to the Agency.		R		
4	Planning	Conduct AT&T / Agency Meeting.	C	C	R	

	Responsibility Category	Responsibility	DET	Agency	AT&T	See Notes
5	Planning	Submit request for Site Survey.	R			
6	Data Collection	Identify Site-Specific Requirements.	R	C		
7	Data Collection	Identify User Hardware.	R			
8	Data Collection	Identify Users and Confirm Accuracy in Active Directory (AD).	R			
9	Data Collection	Complete Onboarding Workbook.	R			
10	Data Collection	Perform Site Survey.		R		
11	Site Preparation	Configure WAN, BadgerNet, and / or internet.		R	C	
12	Site Preparation	Configure LAN, VLAN, QoS, DHCP, etc.		R		
13	Site Preparation	Configure firewall.		R		
14	Site Preparation	Configure web service proxy.		R		
15	Site Preparation	Set up end-user equipment.	R		C	
16	Site Preparation	Configure site in Skype4B.			R	
17	Site Preparation	Configure end user in Skype4B.			R	
18	Site Preparation	Set up end user voicemail.	R	C		
19	Site Preparation	Test.		C	R	
20	Site Preparation	Train.	R	C		

	Responsibility Category	Responsibility	DET	Agency	AT&T	See Notes
21	Support	Manage First Level.	R	C		
22	Support	Manage Second Level.		C	R	
23	Support	Report.		C	R	
24	Support	Monitor.		C	R	
25	End User communication	Communicate information related to UC rollout and changes. Provide training for agency users.	R	C		
26	Purchasing	Purchase AT&T Contract Hardware (IP phone, analog GW, etc.).	R	C		
27	Purchasing	Purchase RFB Hardware (headsets, speakerphones, etc.).	R	C		
28	Purchasing	Assist with purchase order process.	C	R		
29	Project Management and Coordination	Manage project schedule.	R	C	C	
30	Project Management and Coordination	Coordinate vendor and customer tasks.	R	C	C	
31	Project Management and Coordination	Manage hardware orders.	R		C	
32	Project Management and Coordination	Manage work orders.	R			
33	Project Management and Coordination	Update communication plan and materials.	R	C	C	
34	Project Management and Coordination	Manage changes.	R	C	C	
35	Project Management and Coordination	Execute and control change.	R	C	C	

	Responsibility Category	Responsibility	DET	Agency	AT&T	See Notes
36	Site Turn-Up	Start deployment.	C	C	R	
37	Site Turn-Up	Port number.			R	
38	Site Turn-Up	Test.		C	R	
39	Site Turn-Up	Finish deployment.		C	R	
40	Licensing	Manage end-user licensing (AT&T and Microsoft).	R	C		

Document Revision History

Date	Version	Creator	Notes
4/13/17	1.0	Jennifer Sylla	C/P from old RnR doc
4/19/17	1.1	Ann Jakel Stormoen	Format to standard template
4/19/17	1.2	Ann Jakel Stormoen	Combined Rollout & Support into one RnR
4/20/17	1.3	Daniel Foelker	Combined Rollout & Support into one RnR
10/19/2017	5.0	R. Haile	Combined Rollout & Support into one RnR
1/22/2018	6.0	R. Haile	Updated to newest template.