

Appendix 4-I: IP Telephony Retrofit Project Gantt Chart

The IP Telephony Retrofit Project Gantt Chart sample is used as a weekly outline of tasks, timelines, roles, and responsibilities for the various activities that must be completed and tracked during the implementation phase. The project manager must ensure 100 percent completion of each task to maintain momentum and efficiency.

This appendix is also available at <http://www.ciscopress.com/1587200880>.

NOTE Completion of an AVVID infrastructure readiness audit is a prerequisite for this project.

Day	Time	Task	Assigned To
	3 weeks before	Reserve operations center and staging areas.	Project manager
		Schedule wall phone jack brackets and wiring.	Project manager
	2 weeks before	Send out building notification to users.	Project manager
		Request security escort for access to locked room on Saturday.	Project manager
		Identify escalation contact.	Project manager
	2 weeks before, prior to 3 p.m. Monday's Go/No Go meeting	Walk buildings, floors, and staging area and verify the following: <ul style="list-style-type: none"> • All FXS cards are installed in the BDF. • Cabling is in place from the FXS cards to the punchdown block. • Wall cabling is installed. • Ethernet switches are installed in the lab. • Analog cards are ready. • IP phones are available. • The building is ready (from walkthrough). • Work areas are reserved. • Security issues are identified. 	Retrofit team

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Day	Time	Task	Assigned To
	1 week before, at 3 p.m. Monday meeting	Send out notification to users.	Project manager
		Weekly retrofit meeting. Check off the items in the rows that follow:	WorkPlace Resources
		WorkPlace Resources wiring and wall bracket are ready.	LAN engineer
		The LAN is ready.	Telecom engineer
		Analog cards are ready.	Project manager
		IP Phones are available.	Cisco IP Telephony partner team
		The building is ready (from a walkthrough).	Project manager
		Work areas are reserved.	Project manager
		Security issues are identified.	Project manager
		LAN support is secured.	Project manager
		Locks are installed in operations/ staging room.	Project manager
		Cisco IT staff are on call.	Project manager
		Carts are secured for phone movement.	Cisco IP Telephony partner
		The required cross-connect wire is secured.	Cisco IP Telephony partner
Monday	8 a.m.	Cisco IT starts walkthrough to produce cutsheets.	Project manager
		Verify that operations center is reserved.	Retrofit team
Tuesday	8 a.m. to 5 p.m.	Continue cutsheet production.	Retrofit team
		Move patch cables/punchdown jumpers into IDFs as required.	Project manager
	12 a.m.	Determine the number and type of existing phones.	Project manager

Day	Time	Task	Assigned To
	By 5 p.m.	IP phones brought to secure staging area.	Project manager
		Cutsheet delivered from telecom to Cisco partner.	Telecom operations
	All day	Make available multiple-length LAN patch cables in BDFs as required.	LAN engineer
	By end of day	Clean up and sort cutsheet by type and cluster.	Retrofit team
		Verify that analog cards are programmed correctly.	Retrofit team
		Determine the number of phones required and provide that information to the inventory manager.	Retrofit team
		Distribute copies of the cutsheet to the project manager and others on a need-to-know basis.	Retrofit team
		Order three e-containers per floor.	Project manager
Wednesday	8 a.m. to 12 p.m.	Scan MAC address into batch.	Cisco IP Telephony partner
	12:00 a.m.	Create phone placement spreadsheet.	Cisco IP Telephony partner
		Print floor maps.	Cisco IP Telephony partner
	5 p.m.	Schedule phone pickup for delivery to staging area.	Project manager
Thursday	8 a.m. to 12 p.m.	Scan MAC address into batch input.	Retrofit team
	8 a.m. to 5 p.m.	Verify analog device cutsheet.	Retrofit team
		Convert IP Phone cutsheet to batch input.	Cisco IP Telephony partner
	9 a.m.	Set up operations center.	Cisco IP Telephony partner

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Day	Time	Task	Assigned To
		Activate three LAN ports in operations center.	LAN engineer
	2 p.m.	Final building review: <ul style="list-style-type: none"> • Review special admin configurations. • Verify WorkPlace Resources status (wire and wall mount). • Verify wiring room and staging room. • Final review of cutsheet (adds and changes). • Determine whether additional admin meeting is required. • Final retrofit reminder. 	Project team
	By 5 p.m.	Materials preparation: <ul style="list-style-type: none"> • Sort and print cutsheets for IP phone placement. • Print floor maps. • Print PBX collection documents. • Instruct users on how to report problems. • Update war room announcement and make copies. • Place sign on operations center door. • Place three signs on e-container: <ul style="list-style-type: none"> – “Do not remove” – Equipment count sheets – “Deliver to...” 	Retrofit team
	Start at 5 p.m.	Analog cut starts, one floor at a time: <ul style="list-style-type: none"> • Perform data entry to CallManager. • Redirect extensions to CallManager. • Cross-connect devices. 	Retrofit team
		Perform IP wall phone cross-connects.	Retrofit team
	By end of day	Inform lab owners of switch installation.	LAN team
	8 p.m.	Verify e-container’s availability. Notify Cisco partner if missing.	Project manager
Friday	9 a.m.	Move IP phones to each floor (elevator vestibule).	Cisco IP Telephony partner

Day	Time	Task	Assigned To
	5 p.m.	Deliver trouble reporting communique to the Cisco partner.	Cisco IP Telephony partner
		Identify test phones and analog devices.	Cisco IP Telephony partner
		Key analog input.	Cisco IP Telephony partner
		Start cross-connecting analog devices to CallManager port in BDF—at least one per exchange.	Cisco IP Telephony partner
	5 p.m. to 12 p.m.	Cisco IT staff on call.	Project manager
	Start at 5 p.m.	Complete preparation of batch data and run batch programs.	Retrofit team
		Resolve user ID conflicts from BAT run.	Retrofit team
		Restrict dialing of lobby and common area phones and lobby phone access to the directory.	Retrofit team
		Complete analog devices cut from Thursday.	Retrofit team
		Redirect extension to CallManager.	Retrofit team
		Install IP wall phones.	Retrofit team
	6 p.m.	Verify batch run.	Cisco partner
	Start at 8 p.m.	Spot check IP Phone and analog devices, one phone per cluster.	Retrofit team
	End of day	Verify DHCP scope for building.	Retrofit team
Saturday	Beginning of day	Review miscellaneous installation notes with temporary worker.	Temporary leads
	All day	Set all IP Phones ¹ : <ul style="list-style-type: none"> Place user guide and user trouble reporting instructions with each phone. Test each phone. (See Test Phone Procedures.) 	Retrofit team

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Day	Time	Task	Assigned To
		Test phone and technical leads, correcting problems as they are found.	Retrofit team
		Disconnect the PBX phone ² . Place the PBX phone in the provided box located in the elevator vestibule. Record the number of phones placed in the box.	Retrofit team
		Test the lobby phone and common area dialing restrictions.	Retrofit team
		Cross-connect analog devices to the CallManager port in the BDF.	Cisco IP Telephony partner
		Test each fax, Polycom, and 2500.	Cisco IP Telephony partner
	By end of day	Clean up the building on all floors: <ul style="list-style-type: none"> • Collect all loose phones and send them to the operations center. • Close any secured doors. • Identify duplicate IP phones. • Identify missed PBX phones. • Secure phones that are not installed. 	Retrofit team
	Last thing on Saturday	E-page the Cisco project manager with a status message. If there are any problems, send an e-mail with supporting detail.	Retrofit team
Sunday	All day	Correct problems that were reported on Saturday.	Cisco IP Telephony partner
		E-page the Cisco project manager with a status message.	Cisco IP Telephony partner
Monday	7:30 a.m. to 5 p.m.	Receive trouble calls and resolve problems ³ .	Retrofit team
	8 a.m.	Send out speed dialing announcement to building users.	Project IP Telephony manager
	3 p.m. meeting	Attend the meeting directly or by conference call. Discuss both lessons learned and the issues log.	Entire project team

Day	Time	Task	Assigned To
	By end of day	Move staging room stuff to the operations center and clean up.	Retrofit team
Tuesday	7:30 a.m. to 5 p.m.	Receive trouble calls and resolve problems ³ .	Retrofit team
	5 p.m.	Provide updated IP phone count, PBX phone count, and total hours worked.	Retrofit team
		Send an e-mail to avvid-docs@cisco.com including the following information: <ul style="list-style-type: none"> • Retrofit activity report • Retrofit Lessons Learned.doc • IP Phones 12-5.xls • Analog 12-5.xls Forward building cutsheets to the CallManager database administrator.	Project manager
	12 a.m.	Forward lobby IP phone port addresses to the LAN group, requesting them to be restricted.	Retrofit team
	By end of day	Schedule pickup of PBX phone boxes.	Project manager
		Send the operations center location to the move team, WorkPlace Resources, and security.	Project manager
		Move the operations center equipment to a new location.	Retrofit team
		Confirm the removal of operations center locks. Close the operations center and enable voice mail to answer user calls until it reopens, which is scheduled for Thursday.	Cisco partner
	12 a.m.	Distribute reports.	Project manager
2 weeks after wiring room close		Conduct a final PBX dump to ensure that all users are off the PBX.	Project manager
		Remove cross-connects.	Retrofit team

1 IP Phone packing material to be placed in work area trash

2 PBX telephones to be placed in provided containers

3 IT technical staff on call to support problem resolution