DELT A STATE UNIVERSITY: ANNUAL REPORT
for the Previous Year
and Budget Request FY 2004

I. Unit Title: Telecommunications

Unit Administrator: Charles Boyles

II. Data and information for department:

* The Meridian telephone System has been upgraded to Release 25.40, which will support remote peripheral equipment linked to the PBX via fiber-optic cabling. The upgrade has also provided the capability to migrate campus peripheral equipment from obsolete NT to Meridian level PBX computer technology.

* Due to construction of the new Student Services and Administration Building, Telecommunications is continuously rerouting and relocating telephone and fiber-optic cables, pedestals and other communications facilities north of highway #8.

* BellSouth conducted a traffic study to determine volume of traffic, periods of peak usage and recommended number of lines for each of Delta State’s trunk groups. The study indicated that the number of trunk lines is adequate for current traffic patterns.

* This department continues to expand ethernet access to Internet and the Delta State data network, by installing fiber-optic cables to most areas of the campus. These projects also include placement of numerous handholes, conduits, wiremold and innerducts. In addition, all buildings are being completely wired with category 5 data and category 3 telephone wiring, cabinets, equipment and terminations.

* A considerable number of departments have relocated throughout the campus, resulting in daily changes to the telephone and data fiber-optic, cabling and wiring networks.

* Plans are in process to relocate existing telephone and fiber-optic infrastructure, and install new facilities, to provide data and telephone access to the renovation projects at Jobe Hall and the (4) dormitories at the Court of Governors.

* Telecommunications continues to support Delta State’s off-campus facilities at the Greenville Higher Education Center, Merigold Center for Science & Environmental Studies, and the Commercial Aviation Airport Flight Operations Center. This department provides data and telephone wiring and equipment installation and maintenance at these facilities.

* Most of Delta State’s PBX-Bellsouth trunk lines have been converted to Primary Rate Interface (PRI) ISDN digital trunking. Some of the benefits of this upgrade are: digital telephone Caller ID capability, better line quality and more reliable service, lower local service charges, etc.
III. Personnel:

Noteworthy activities and accomplishments:
* Barbara Allen, Karen Haney and Marshall Cole are enrolled in Delta State classes, and have completed other job related classes and seminars.
* Sarah Mosley or Charles Boyles attended all regular and special Board meetings of MTMA (MS Telecommunications Manager’s Association), and both attended the annual meeting and Bellsouth's Major Client Association meeting.
* Marshall Cole, Peter Rocconi and Charles Boyles have been receiving training on, and are currently evaluating, various Optical Time Domain Reflectometers (OTDR) for use at Delta State. The OTDR will be used in installing, certifying, testing and maintaining the campus fiber-optic networks.
* Charles Boyles completed a formal and hands-on fiber-optic installation and maintenance training course conducted by MS State University. The training was required in order to be re-certified in fiber-optics termination, splicing and testing procedures.
* Sarah Mosley, Karen Haney and Barbara Knight have received departmental training in interpreting telephone and fiber-optic engineering drawings. The training has provided them with a better understanding of the services provided by Telecommunications, and how the campus communications infrastructure is designed to deliver those services.

New position(s) requested, with justification
* None

Recommended change of status (such as promotion/tenure/change in responsibilities)
* None

IV. Department Goals for 2002-2003:
* See pages 3-15

V. Department Goals for 2003-2004:
* See pages 16-28

VI. Unit Budget Plan:
* No budget changes are requested.
IV. Department Goals for 2002-2003:

A. Goal #1:
To upgrade the Meridian Telephone System to Release 25.40.

B. Institutional Goal which was supported by this goal:
Provide administrative services and auxiliary enterprises (student housing, bookstore, food services, etc.) which are effective and efficient in the support of the institutional mission.

C. Expected Results:
The upgrade will provide software features and reports not currently available.

The telephone system will be capable of supporting remote peripheral equipment installation, linked to the PBX via fiber-optic cabling.

D. Evaluation Procedure(s):
New features available with the Release 25.40 upgrade will be tested when the installation is complete.

As opportunities arise, the capability of the telephone system to support remote peripheral equipment will be used.

E. Actual Results of Evaluation:
The features that were made available with Release 25.40 have been very useful.

Adds, moves and changes are easier and faster with the new upgrade.

F. Use of Evaluation Results:
Decisions concerning installation of upgrades will continue to be made on the basis of cost, and Delta State’s need for available features.

Capabilities provided by the upgrade will enable the Telecommunications Department to begin migrating peripheral equipment from obsolete NT cabinets to Meridian cabinets.
A. **Goal #2:**
To install a telephone switch remote shelf in the Student Services & Administration Building, and link to the PBX via fiber-optic cabling.

B. **Institutional Goal which was supported by this goal:**
Provide administrative services and auxiliary enterprises (student housing, bookstore, food services, etc.) which are effective and efficient in the support of the institutional mission.

C. **Expected Results:**
This technology will make it appear to the PBX that all remote shelf operated communications equipment is located in the Meridian switch, rather than at a remote site.

Since the PBX sees the remote shelf as an integral part of the switch, digital phone distance limitations will not apply.

The remote shelf will provide service for approximately 300 phones.

D. **Evaluation Procedure(s):**
An engineering study will be conducted to determine how much capacity the remote shelf has added to existing infrastructure.

Suggestions and comments about this service will be solicited from occupants of all buildings transferred to the remote shelf.

E. **Actual Results of Evaluation:**
Construction of the Student Services & Administration Building has not reached a point where installation of the remote shelf can proceed.

F. **Use of Evaluation Results:**
This goal will continue to be part of this department's planning process until completed.
A.  **Goal #3:**
To install fiber-optic cabling and infrastructure to the Student Services and Administration Building for access to the campus data network.

B.  **Institutional Goal which was supported by this goal:**
Provide administrative services and auxiliary enterprises (student housing, bookstore, food services, etc.) which are effective and efficient in the support of the institutional mission.

C.  **Expected Results:**
All occupants of the building will have immediate access via fiber-optic cabling to the campus data network.

All buildings north of Highway #8 can be connected by fiber-optic cabling to the new building infrastructure

D.  **Evaluation Procedure(s):**
Continuous checks will be made during construction to determine if facilities have been relocated and/or installed as needed.

An engineering study will be conducted to determine the most feasible method of connecting other buildings via the new infrastructure.

New installations will be completed and operational prior to occupation of the new building.

E.  **Actual Results of Evaluation:**
Construction of the Student Services & Administration Building has not reached a point where installation of the fiber-optic cabling and infrastructure can begin.

F.  **Use of Evaluation Results:**
This goal will continue to be part of this department’s planning process until completed.
A. **Goal #4:**
To install wiring and equipment in the Student Services & Administration Building for access to the campus telephone and data networks.

B. **Institutional Goal which was supported by this goal:**
Provide administrative services and auxiliary enterprises (student housing, bookstore, food services, etc.) which are effective and efficient in the support of the institutional mission.

C. **Expected Results:**
All occupants of the building will have immediate access to the campus telephone and data infrastructure.

Wiring and equipment will be installed to provide infrastructure access for other buildings north of Highway #8.

Provision will be made in all areas of the building for future technology requirements.

D. **Evaluation Procedure(s):**
New installations will be completed and operational prior to occupation of the new building.

Plans for connecting other buildings to the telephone and data services will be finalized prior to completion of the new building.

Suggestions and comments about the provision of technology services will be solicited from occupants.

E. **Actual Results of Evaluation:**
Construction of the Student Services & Administration Building has not reached a point where installation of interior wiring and equipment can begin.

F. **Use of Evaluation Results:**
This goal will continue to be part of this department's planning process until completed.
A. **Goal #5:**
To convert all telephone PBX switched trunking to Primary Rate Interface (PRI) ISDN digital trunking.

B. **Institutional Goal which was supported by this goal:**
Provide administrative services and auxiliary enterprises (student housing, bookstore, food services, etc.) which are effective and efficient in the support of the institutional mission.

C. **Expected Results:**
Conversion from analog to digital trunk lines will result in better line quality and more reliable service.

By converting to T1 technology, Bellsouth will be able to lower local service charges for trunk lines.

Primary Rate Interface (PRI) technology will provide the capability to receive Caller ID information.

D. **Evaluation Procedure(s):**
Current billing for trunk lines will be compared to previous Bellsouth billing.

Testing will be conducted with Bellsouth to determine line quality of all T1 circuits.

Caller ID capability will be tested and evaluated.

E. **Actual Results of Evaluation:**
The use of Primary Rate Interface (PRI) T1 service has resulted in better line quality, and fewer trouble reports.

Conversion of trunk lines from analog to digital has resulted in lower rates.

Caller ID is currently available on digital sets, but an additional upgrade will be required for this service to be available on analog sets.

F. **Use of Evaluation Results:**
The use of T1 technology is being evaluated for additional trunking requirements, as well as other campus applications.
An upgrade is being planned, which will provide Caller ID to analog phones.

A. **Goal #6:**
   To install a Meridian CallPilot Voice Mail System.

B. **Institutional Goal which was supported by this goal:**
   Provide administrative services and auxiliary enterprises (student housing, bookstore, food services, etc.) which are effective and efficient in the support of the institutional mission.

C. **Expected Results:**
   Voice Mail will provide an easier and more reliable means of communications when employees are not available to accept calls.

   Charging for the service will provide revenue to pay for increased manning to manage the system.

   The system can be expanded to provide voice mail services to students.

D. **Evaluation Procedure(s):**
   Comparisons will be made between revenue for providing voice mail, and expenses for managing the service.

   Surveys will be conducted to determine employee satisfaction with the service.

   Student interest will be determined prior to expanding voice mail services.

E. **Actual Results of Evaluation:**
   Recent discussions about voice mail have included the probability that the system selected will be a Cisco product.

F. **Use of Evaluation Results:**
   This goal will continue to be part of this department’s planning process until completed.
A. **Goal #7:**
To continue to negotiate lower rates for the long distance service that DSU purchases, and continue to lower the rates that Telecommunications charges.

B. **Institutional Goal which was supported by this goal:**
Provide administrative services and auxiliary enterprises (student housing, bookstore, food services, etc.) which are effective and efficient in the support of the institutional mission.

C. **Expected Results:**
Delta State will pay less for local and long distance services.

The Telecommunications Department will charge less for these services.

D. **Evaluation Procedure(s):**
The Telecommunications Department will know immediately when lower rates are negotiated with service providers.

The Delta State community will be paying less per minute for long distance calls.

E. **Actual Results of Evaluation:**
The rates that Delta State pays for local and long distance services have fluctuated during the past year, but campus rates have remained unchanged.

Campus long distance rates remain at $.15 for day calls, and $.10 for nights, weekends and holidays.

F. **Use of Evaluation Results:**
The comparatively low rates that departments pay for local and long distance services enable the DSU Administration to distribute savings to other areas.

Studies and evaluations of campus rates will continue, and this goal will remain a part of this department's planning process.
A. **Goal #8:**
To engineer and install all necessary communications cables, wiring and equipment to link a Comprehensive Card Reader System throughout the campus.

B. **Institutional Goal which was supported by this goal:**
Provide administrative services and auxiliary enterprises (student housing, bookstore, food services, etc.) which are effective and efficient in the support of the institutional mission.

C. **Expected Results:**
Installation of a One-Card System backbone would allow the cards to be used like a debit card for food service, vending machines, bookstore, etc.

The communications links would also allow the card to be used as a security system, providing access to buildings, dormitories, recreation centers, health center, events, etc.

D. **Evaluation Procedure(s):**
As different users are connected to the One-Card System, studies will be made to determine the best method of extending the network.

Surveys will be conducted to determine access speeds, user satisfaction, most efficient means of data transfer, etc.

E. **Actual Results of Evaluation:**
Funding is not yet available for the installation of communications links for the One-Card System

F. **Use of Evaluation Results:**
This goal will continue to be part of this department’s planning process until completed.
A. **Goal #9:**
To continue to expand the LAN network and offer full access for the DSU community to Internet, Banner, local E-Mail, library services, etc., through either direct fiber-optic Cable and Category 5 wiring, or modem links through the Telecommunications Department.

B. **Institutional Goal which was supported by this goal:**
Provide administrative services and auxiliary enterprises (student housing, bookstore, food services, etc.) which are effective and efficient in the support of the institutional mission.

C. **Expected Results:**
All Delta State employees and students will be able to use these services from anywhere on campus.

Familiarity with available services, along with easier access, will result in increased usage.

D. **Evaluation Procedure(s):**
The goal will be met for each area of the University, as these services are provided.

Suggestions and comments will be solicited as users become familiar with the services.

E. **Actual Results of Evaluation:**
Most faculty and staff now have direct access from their offices.

Delta State computer labs now offer direct access to these services, and dial-up access is also available from any telephone line on campus through modems located in the Telecommunications Department.

F. **Use of Evaluation Results:**
Direct access will continue to be expanded.

Dial-up access will continue to be a vital element of the network, until direct access is
expanded to all areas of the campus.

A. Goal #10:
To provide a full range of communications services to the (4) dormitories being renovated at the Court of Governors.

B. Institutional Goal which was supported by this goal:
Provide administrative services and auxiliary enterprises (student housing, bookstore, food services, etc.) which are effective and efficient in the support of the institutional mission.

C. Expected Results:
The Telecommunications Department will provide a full range of telephone services and LAN access to all new and renovated buildings.

Construction and renovation projects will not be delayed by Telecommunications requirements.

Communications links to other areas of the campus will not be interrupted during installation and cutover of services.

D. Evaluation Procedure(s):
Continuous checks will be made during construction to determine if facilities have been relocated and/or installed as needed.

Installations will be completed and operational prior to occupation of the renovated dormitories.

E. Actual Results of Evaluation:
A full range of Telecommunications services is now provided to Brewer and Noel dormitories.

All communications cables, wiring and equipment were installed, tested and operational prior to occupation of these facilities.
F. Use of Evaluation Results:
Providing communications access to other new or renovated buildings in this area of the campus will be less complicated due to the expansion of telephone and fiber-optic cabling to serve these buildings.

Spare conduits are being placed to facilitate future expansion.

This goal will continue to be part of this department's planning process until renovation of Longino and Clark dormitories is completed.

A. Goal #11:
To continue the on-going process of replacing all defective Telecommunications cables and wiring to increase line quality and services.

B. Institutional Goal which was supported by this goal:
Provide administrative services and auxiliary enterprises (student housing, bookstore, food services, etc.) which are effective and efficient in the support of the institutional mission.

C. Expected Results:
Better line quality will be achieved for clearer telephone connections and computer links (faster, error-free movement of data).

A more efficient use of manpower will result, since trouble reports will decrease.

D. Evaluation Procedure(s):
Results will be assessed through the expected decrease in trouble reports from the effected areas.

A representative telephone survey will be conducted to solicit the opinion of users.

E. Actual Results of Evaluation:
Telephone line quality continues to improve.

The replacement of existing data wiring with Category 5 wiring for computer access has enhanced the transfer of data.

F. Use of Evaluation Results:
The process of replacing/upgrading cables and wiring has proven effective and will continue.
The results of these findings will be used within the Telecommunications Department to determine future upgrade requirements.

This goal will continue to be a part of this department’s planning process.

A. **Goal #12:**
   To send the Telecommunications Senior Clerk to Nashville for training on Telco Research TRU Call Accounting Software.

B. **Institutional Goal which was supported by this goal:**
   Provide administrative services and auxiliary enterprises (student housing, bookstore, food services, etc.) which are effective and efficient in the support of the institutional mission.

C. **Expected Results:**
   Formal training will give the Telecommunications Senior Clerk more thorough knowledge of the software used for Delta State’s call accounting.

   A better understanding of the TRU Call Accounting system will enable the Senior Clerk to access and customize valuable reports.

   Productivity will increase as a direct result of additional training.

D. **Evaluation Procedure(s):**
   Changes in productivity levels will be determined by making comparisons with pre-training levels.

   Ability to access, generate and change complex reports will be a valuable means of assessment.

   The ability of the Senior Clerk to communicate with Telco Research, and resolve software problems, will be observed.

E. **Actual Results of Evaluation:**
   Telco Research is in a state of transition, and they have not scheduled a TRU Call
Accounting software class this year.

F. **Use of Evaluation Results:**
This goal will continue to be a part of this department’s planning process until the Telecommunication Senior Clerk completes the training.

A. **Goal #13:**
To have BellSouth conduct a traffic study to determine volume of traffic, periods of peak usage and recommended number of lines for each of Delta State’s trunk groups.

B. **Institutional Goal which was supported by this goal:**
Provide administrative services and auxiliary enterprises (student housing, bookstore, food services, etc.) which are effective and efficient in the support of the institutional mission.

C. **Expected Results:**
Documented records will clearly indicate if there is blockage on any trunk group, and when the blockage occurred.

The traffic study will be a valuable aid when deciding whether the number of trunk lines in any group should be increased or decreased.

When decisions are made not to make changes to trunk groups, the study will provide important supporting documents.

D. **Evaluation Procedure(s):**
Additional studies will be conducted to determine when traffic patterns or other changes occur.

Any report of blockage will be investigated to determine if the problem was caused by not having enough trunk lines.

E. **Actual Results of Evaluation:**
The study indicated that the number of trunk lines is adequate for current traffic patterns.
There have been no reports of blockage, and the traffic study does not indicate any problems.

F. **Use of Evaluation Results:**
Decisions to increase or decrease the number of trunk lines will be based on annual traffic studies.

The traffic study is very helpful in determining the optimum number of lines in each trunk group, and in supporting those decisions.

This goal will continue to be a part of this department's planning process.

V. **Department Goals for 2003-2004:**

A. **Goal #1:**
To install fiber-optic cabling and infrastructure to the Student Services and Administration Building for access to the campus data network.

B. **Institutional Goal which was supported by this goal:**
Provide administrative services and auxiliary enterprises (student housing, bookstore, food services, etc.) which are effective and efficient in the support of the institutional mission.

C. **Expected Results:**
All occupants of the building will have immediate access via fiber-optic cabling to the campus data network.

All buildings north of Highway #8 can be connected by fiber-optic cabling to the new building infrastructure

D. **Evaluation Procedure(s):**
Continuous checks will be made during construction to determine if facilities have been relocated and/or installed as needed.

An engineering study will be conducted to determine the most feasible method of connecting other buildings via the new infrastructure.

New installations will be completed and operational prior to occupation of the new building.
A. **Goal #2:**
To install a telephone switch remote shelf in the Student Services & Administration Building, and link to the PBX via fiber-optic cabling.

B. **Institutional Goal which was supported by this goal:**
Provide administrative services and auxiliary enterprises (student housing, bookstore, food services, etc.) which are effective and efficient in the support of the institutional mission.

C. **Expected Results:**
This technology will make it appear to the PBX that all remote shelf operated communications equipment is located in the Meridian switch, rather than at a remote site.

Since the PBX sees the remote shelf as an integral part of the switch, digital phone distance limitations will not apply.

The remote shelf will provide service for approximately 300 phones.

D. **Evaluation Procedure(s):**
An engineering study will be conducted to determine how much capacity the remote shelf has added to existing infrastructure.

Suggestions and comments about this service will be solicited from occupants of all buildings transferred to the remote shelf.
A. **Goal #3:**
To install wiring and equipment in the Student Services & Administration Building for access to the campus telephone and data networks.

B. **Institutional Goal which was supported by this goal:**
Provide administrative services and auxiliary enterprises (student housing, bookstore, food services, etc.) which are effective and efficient in the support of the institutional mission.

C. **Expected Results:**
All occupants of the building will have immediate access to the campus telephone and data infrastructure.

Wiring and equipment will be installed to provide infrastructure access for other buildings north of Highway #8.

Provision will be made in all areas of the building for future technology requirements.

D. **Evaluation Procedure(s):**
New installations will be completed and operational prior to occupation of the new building.

Plans for connecting other buildings to the telephone and data services will be finalized prior to completion of the new building.

Suggestions and comments about the provision of technology services will be solicited from occupants.
A. **Goal #4:**
   To install Voice-Over-IP (VOIP) technology and equipment in the new Administration Building.

B. **Institutional Goal which was supported by this goal:**
   Provide administrative services and auxiliary enterprises (student housing, bookstore, food services, etc.) which are effective and efficient in the support of the institutional mission.

C. **Expected Results:**
   Delta State will begin testing this new technology in an effort to determine if it would be beneficial for campus-wide usage.

   VOIP will be installed along with traditional communications so that any risk of interruption of telephone service will be minimized.

D. **Evaluation Procedure(s):**
   After VOIP equipment is installed and operational, the reliability of the technology will be documented.

   Users will be asked to provide comments on the voice quality of VOIP.

   VOIP availability and failure rate information will be compared to traditional communications services.

   The cost of deploying VOIP technology will be considered when determining the feasibility of expanding the service.
A. **Goal #5:**
To install a Meridian CallPilot Voice Mail System.

B. **Institutional Goal which was supported by this goal:**
Provide administrative services and auxiliary enterprises (student housing, bookstore, food services, etc.) which are effective and efficient in the support of the institutional mission.

C. **Expected Results:**
Voice Mail will provide an easier and more reliable means of communications when employees are not available to accept calls.

Charging for the service will provide revenue to pay for increased manning to manage the system.

The system can be expanded to provide voice mail services to students.

D. **Evaluation Procedure(s):**
Comparisons will be made between revenue for providing voice mail, and expenses for managing the service.

Surveys will be conducted to determine employee satisfaction with the service.

Student interest will be determined prior to expanding voice mail services.
A. **Goal #6:**
To engineer and install all necessary communications cables, wiring and equipment to link a Comprehensive Card Reader System throughout the campus.

B. **Institutional Goal which was supported by this goal:**
Provide administrative services and auxiliary enterprises (student housing, bookstore, food services, etc.) which are effective and efficient in the support of the institutional mission.

C. **Expected Results:**
Installation of a One-Card System backbone would allow the cards to be used like a debit card for food service, vending machines, bookstore, etc.

The communications links would also allow the card to be used as a security system, providing access to buildings, dormitories, recreation centers, health center, events, etc.

D. **Evaluation Procedure(s):**
As different users are connected to the One-Card System, studies will be made to determine the best method of extending the network.

Surveys will be conducted to determine access speeds, user satisfaction, most efficient means of data transfer, etc.
A. **Goal #7:**
   To provide a full range of communications services to Clark and Longino Dormitories after renovations are completed.

B. **Institutional Goal which was supported by this goal:**
   Provide administrative services and auxiliary enterprises (student housing, bookstore, food services, etc.) which are effective and efficient in the support of the institutional mission.

C. **Expected Results:**
   The Telecommunications Department will provide a full range of telephone services and LAN access to all new and renovated buildings.

   Construction and renovation projects will not be delayed by Telecommunications requirements.

   Communications links to other areas of the campus will not be interrupted during installation and cutover of services.

D. **Evaluation Procedure(s):**
   Continuous checks will be made during construction to determine if facilities have been relocated and/or installed as needed.

   Installations will be completed and operational prior to occupation of the renovated dormitories.
A. **Goal #8:**
   To have Bellsouth conduct a traffic study to determine volume of traffic, periods of peak usage and recommended number of lines for each of Delta State's trunk groups.

B. **Institutional Goal which was supported by this goal:**
   Provide administrative services and auxiliary enterprises (student housing, bookstore, food services, etc.) which are effective and efficient in the support of the institutional mission.

C. **Expected Results:**
   Documented records will clearly indicate if there is blockage on any trunk group, and when the blockage occurred.

   The traffic study will be a valuable aid when deciding whether the number of trunk lines in any group should be increased or decreased.

   When decisions are made not to make changes to trunk groups, the study will provide important supporting documents.

D. **Evaluation Procedure(s):**
   Additional studies will be conducted to determine when traffic patterns or other changes occur.

   Any report of blockage will be investigated to determine if the problem was caused by not having enough trunk lines.
A. **Goal #9:**
To relocate existing telephone and fiber-optic infrastructure, and install new facilities, to provide data and telephone access for the Jobe Hall Renovation Project.

B. **Institutional Goal which was supported by this goal:**
Provide administrative services and auxiliary enterprises (student housing, bookstore, food services, etc.) which are effective and efficient in the support of the institutional mission.

C. **Expected Results:**
Relocation of existing telephone and fiber-optic infrastructure will result in uninterrupted service to all areas of the campus.

Timely installation of new facilities will result in provision of telephone and data services prior to occupation of the building.

D. **Evaluation Procedure(s):**
The section of the goal pertaining to relocation of facilities will be met if no interruptions of services occurs.

The section of the goal pertaining to installation of new facilities will be met if services are available when needed.
A. **Goal #10:**
To install a new Intelligent Peripheral Equipment (IPE) Cabinet to provide expansion for increased telephone service demands.

B. **Institutional Goal which was supported by this goal:**
Provide administrative services and auxiliary enterprises (student housing, bookstore, food services, etc.) which are effective and efficient in the support of the institutional mission.

C. **Expected Results:**
As demands for communications services increase, the capacity to provide these services will be available.

Installation of the cabinet will provide an opportunity to convert existing telephone service to the latest technology.

D. **Evaluation Procedure(s):**
This goal will be met when the new IPE cabinet is installed and operational.

Telephone system maintenance should be simplified after installation of the Meridian equipment.
A. **Goal #11:**
To upgrade the Delta State Telephone System by installing software and equipment to provide campus analog Caller ID.

B. **Institutional Goal which was supported by this goal:**
Provide administrative services and auxiliary enterprises (student housing, bookstore, food services, etc.) which are effective and efficient in the support of the institutional mission.

C. **Expected Results:**
This popular telephone feature will be available to all Telecommunications customers.

Installation of Caller ID will provide an additional source of revenue for funding campus communications.

Caller ID can be a valuable safety feature for users that are experiencing harassing phone calls.

D. **Evaluation Procedure(s):**
The initial part of the goal will be met when Caller ID is installed and operational.

The popularity of this feature will be determined by the number of customers purchasing Caller ID.
A. **Goal #12:**
To begin migrating peripheral equipment in the NORTEL PBX from obsolete NT to Meridian cabinets.

B. **Institutional Goal which was supported by this goal:**
Provide administrative services and auxiliary enterprises (student housing, bookstore, food services, etc.) which are effective and efficient in the support of the institutional mission.

C. **Expected Results:**
More telephone features will be available, since service will be provided by the latest Northern Telecom equipment and software.

Telecommunications will be able to start the conversion from obsolete NT to Meridian equipment and software.

D. **Evaluation Procedure(s):**
Transfers will be most successful when conversions are made without interruptions in service.

Final phases of the goal will be completed for each new cabinet when telephone service is transferred from NT to Meridian equipment.
A. **Goal #13:**
To replace exiting multi-mode fiber-optic cables with single-mode to link the (4) major campus data network hubs.

B. **Institutional Goal which was supported by this goal:**
Provide administrative services and auxiliary enterprises (student housing, bookstore, food services, etc.) which are effective and efficient in the support of the institutional mission.

C. **Expected Results:**
Single-mode fiber-optic cable will permit faster data transfer speeds through the major campus network hubs.

Even though multi-mode fiber-optic cable will remain in most other areas of the campus, data transfer speeds will increase in those areas as well.

D. **Evaluation Procedure(s):**
This goal will be met in stages as each of the (4) sections of single-mode cable is installed.

The completion of each section of the hub is also dependent on termination of the fibers, installation of equipment to link single-mode to multi-mode cables that will remain, and conversion from multi-mode to single-mode on each major hub.