TEAMS VOICE:
WHERE WE STAND AND WHAT'S NEXT

Jill Albin Hill

Deputy CIO, Executive Director for Technology Operations, OIT

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AUBURN

OUR VISION FOR TEAMS AND TEAMS VOICE

"Modernizing Work at Auburn"

Enabling a more connected, productive, and flexible work environment.

You can make calls, have meetings, send texts and emails, and use Word and Excel from your phone, laptop, tablet or any combination of the three, from *anywhere*.

WHY NOW, WHY TEAMS VOICE?

WHY NOW?

- Current System Status
  - Extending support until May '26
  - Desk-phones nearing end of life
- Infrastructure Issues - Copper wiring from the 1980s is degrading
- Aging Local Phone Systems - Primarily impacting AG Extension County Offices
- Remote Operations Needs

WHY TEAMS VOICE?

- Proof of concept already in progress with College of Ag and it effectively met our needs.
- Better utilization of existing software.
- Flexibility - making and taking University phone calls from "off campus"
- Easy Expansion - Pharmacy's Mobile site converted to Teams Voice in September, conversion completed in under 30 days to avoid service disruption

TRANSITION PLAN

PRIORITIZING PEOPLE, ENSURING A SMOOTH JOURNEY AT OUR PACE
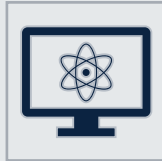
Individual 844#, then departments

Deploy Common Area and Lab Phones

Update Emergency Calling Systems
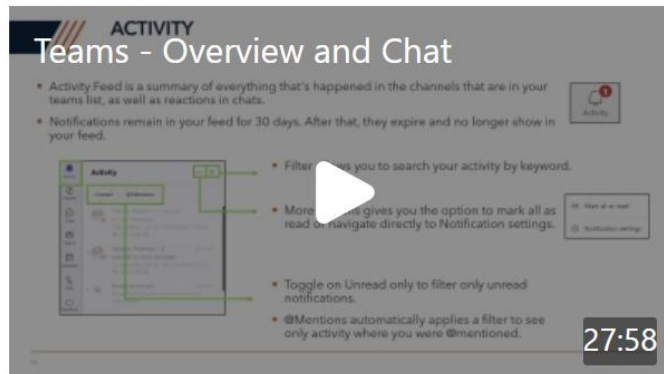
Partnering with Campus Safety and Facilities

RESOURCES

PRIORITIZING PEOPLE, ENSURING A SMOOTH JOURNEY AT OUR PACE

Training available on Elevated: https://aub.ie/teams1

and general information and self-paced videos at: https://aub.ie/Teams101

Microsoft Teams: Overview & Chat *(28 min)*
(Intended for all audiences)
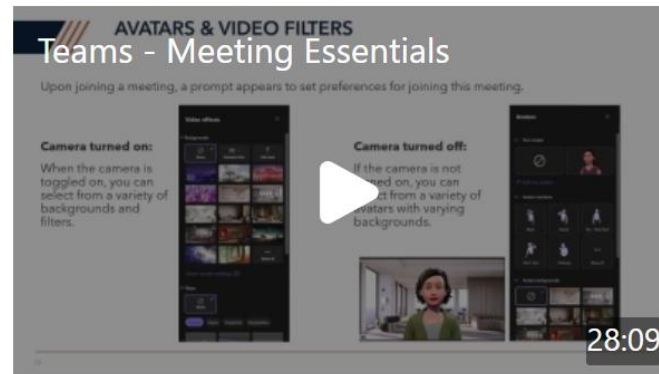
Microsoft Teams: Meeting Essentials *(28 min)*
(Intended for all audiences)
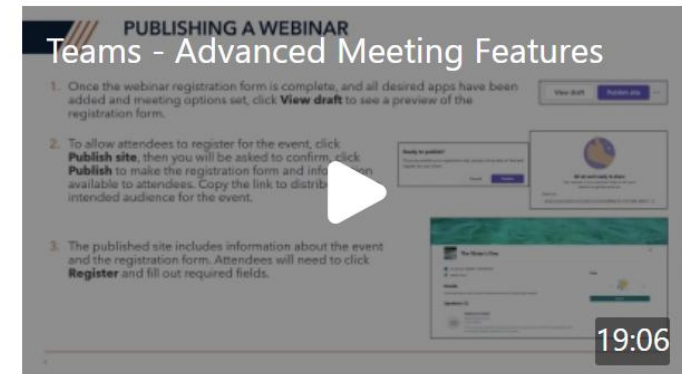
Microsoft Teams: Advanced Meeting Features
(19 min)
(Intended for high-level meeting hosts)

TIMELINE

OFF OLD SYSTEM BY SUMMER 2026

Migration Requests

Submit requests via Service Now

Telephone Service Request - Service Portal

Readiness Assessment

Contact your local IT group for advanced use cases

Conversion Scheduling

Monthly "waves" for conversions

QUESTIONS AND FEEDBACK

Jill Albin Hill

Deputy CIO, Executive Director for Technology Operations, OIT

jah0225@auburn.edu

OIT Service Desk:
- Phone (334) 844-4944,
- itservicedesk@auburn.edu
- Chat also available

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