



Tuesday, December 9, 2003

East campus communication difficulties researched

The current copper infrastructure for voice communication on Oakland University's east campus is failing, causing phone failures and cross-talk interference. The wireless link providing the backbone for data communications is not robust or reliable enough for the growing critical business operations. The staff in **University Technology Services** (UTS) is doing everything they can to come up with effective short- and long-term solutions.

Initial estimations for solution options by UTS indicate a significant investment on the part of the university, from \$60,000 up to \$2.4 million. Lower-cost options only provide partial or short-term solutions. Ideal voice-data solutions start at \$150,000 and continue up to \$2.4 million.

"The administration appreciates the difficulties east campus employees face when dealing with an insecure voice network and an unstable data network," said Provost and Vice President for Academic Affairs Virinder Moudgil. "In these uncertain economic times, OU must consider all possible expenditures thoroughly to determine the best course of action. While university leadership is considering the pros and cons of each option presented and the respective investment level, UTS is continuing to research additional options that may offer different levels of solutions at lower costs.

"Rest assured this matter is of utmost importance to the university, and we plan to be able to offer solutions to these problems very soon."

Patience on behalf of all campus employees is appreciated as UTS continues to evaluate the situation and propose different options and while university leadership reviews the financial commitments required for upgrades, enhancements and replacements.

Visit the **University Technology Services** Web site for continued updates on the status of communication and computer-related problems. To report a system problem, contact the UTS Helpdesk at (248) 370-HELP (4357), helpdesk@oakland.edu or fax a detailed description of your problem marked "ATTENTION: HELPDESK" to (248) 370-4209.

SUMMARY

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Created by CareTech Administrator (webservices@caretechsolutions.com) on Tuesday, December 9, 2003
Modified by CareTech Administrator (webservices@caretechsolutions.com) on Tuesday, December 9, 2003
Article Start Date: Tuesday, December 9, 2003