News & Updates

- Planning discussions are underway with LMA schools for Phase II of the Harvard Phone Program
- Harvard Phone Provisioning went live in Service Now in February and is available to schools that have migrated
- We’ll be hosting a CIO luncheon in June to discuss Harvard Phone support and share school lessons learned
- Check out our new Harvard Phone User Account Portal Quick Reference Guide to learn how to make your own feature changes to Harvard Phone service

Customer Feedback & Lessons Learned

Harvard Law School - “There were a number of organizational and financial changes we put in place to prepare for Harvard Phone Service”.

- Created a new Telecom org, centralized unrestricted funds spent on phones, moved them to the new org.
- Created a simple, annual chargeback model for restricted groups that ties to the rent process.
- Centralized telecom responsibilities within HLS including those from Facilities.

Harvard Divinity School - “Overall the transition went very smoothly for the HDS community- pretty seamless”.

- Most importantly, on cutover day users could pick up the phone and call as they always have so they experienced the cutover as a “non-event”.
- An area of focus and planning for schools should be on the workflow transition for requesters as well as Service Now.

phone.harvard.edu