

IT & TELECOMS CHECKLIST

Getting the IT & Telecoms part of an office move right can be the most challenging part of any office relocation - which is why it merits specialist attention.

This essential IT & Telecoms Checklist will prepare your business for the smooth transition of your entire communications infrastructure and ensure the office move is completed on time, within budget and that all systems are ready-to-go on the first morning in your new office.

IT & Telecoms are the lifeblood of any company. If your systems aren't working and your phones aren't ringing in your new office then you can't operate. It cannot be overstated that getting this aspect of your office move wrong (i.e. delays and downtime) can have dire operational and financial consequences for your business.

Experience shows that **(a) you can never start the process early enough and (b) the lead times are often longer than many companies imagine. So start early.**

1. IT & TELECOMS RELOCATION PLANNING



Assign an internal manager (preferably member of IT department) to co-ordinate this aspect of the move

Source, meet, brief and get quotes (best practice says 3) from IT & Telecoms Consultants in your area

Select and appoint IT & Telecoms Consultant

Communicate the move in date to your IT & Telecoms Consultant and confirm the booking

Arrange a site visit of both locations with IT & Telecoms Consultant

TOP TIP: If you plan to move on a Friday and be back up and running on Monday morning in your new office, ensure your IT & Telecoms Consultants and the service provider (s) has the necessary resource booked in working the overtime at the weekend. Short notice can lead to disruption and disappointment

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2. PREPARING FOR THE MOVE



Inventory each piece of IT & telephone equipment

Inventory all IT & Telecoms Service Agreements; who the service provider is and what you are paying for each service

Determine what equipment is and isn't required in the new office

Return any leased IT and phone equipment that is no longer required

Eco-dispose of any old or broken equipment. There are now regulations and directives governing the disposal of electrical equipment. For further advice visit [The Environment Agency](#)

Check with your service provider what internet services can be provided in your new office well in advance, as all internet speeds are subject to the distance from the exchange, the quality of the copper and how busy the exchange is. It might even influence your choice of the new office location if the internet access is not good - as it's all too late once you've moved in

List any equipment that needs upgrading or replacing

Order any additional PCs and phones

Evaluate server room requirements

Contact all service providers and tell them when and where you are moving to. Note that some service providers insist on a 12 month notice period.

Order internet access and ISDN for the new location. Be aware of the different lead times for installation:

ISDN30 = 30 days **ISDN2** = 15 days **Analogue lines** = up to 10 days **Broadband internet** = 10 days **Leased line internet** = up to 90 days

If you are buying new equipment, test it before you move and complete any necessary training to staff

Order new corporate stationery with new address and don't forget to include new phone and fax numbers if they are changing

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3. PLANNING IT & TELECOMS REQUIREMENTS

Don't assume that the new office will already have the IT & Telecoms resources you require. A previous tenant's requirements may differ greatly from your needs. Arrange a site visit to your new office with your IT & Telecoms Consultants and check whether the new office has the following: -

EQUIPMENT	WE NEED	NEW OFFICE HAS
How many phone lines?		
How many analogue lines?		
How many ISDN2 lines?		
How many ISDN30 lines?		
How many Cat 5 cables?		
How many Cat 6 cables?		
How many power outlets?		
What is the broadband speed in the area?		
What size is the server room?		
How many servers will it hold?		

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4. SITE VISIT CHECKLIST



Review configuration plan of new office with IT & Telecoms Consultants

Work out where you will need power outlets, telephone and computer points (if your computers are networked)

Decide optimum locations for printers, faxes, copiers, modems and scanners

Confirm minimum requirements for the server room are met (including electrical, cooling, dimensions and security)

Confirm whether the new office supports structured cabling, if required

TOP TIP: If you are moving to a listed or old building it might not be possible to run cables, drill through walls, etc. All this needs to be considered before the moving day. You may also need written permission from the landlord before making alterations

5. TELEPHONE CONSIDERATIONS



There is now the ability to take your existing telephone number with you when you move using IP Telephony. Ask your service provider if they support this service.

If you are not taking your existing number with you leave your new number as a message recorded on your old number (known as 'ceased number interception')

Divert telephone and fax calls to the new numbers (known as 'remote call forwarding')

If it is not possible to take your number with you, you might consider switching to a NGN (non-geographic number) which can be pointed or transferred to any landline number

Review line capacity and see whether you need to order new lines. Your telecoms vendor can perform a busy line study on your behalf over a set period

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Order new phone lines (if necessary). Note that new phone lines can take up to 9 working days to install so plan in advance

If ISDN is not available or deemed too expensive, SIP trunks are a cheaper and faster to install alternative. SIP is the de facto standard for telephony services for the next generation networks

Verify the termination of your telephone numbers with your service provider

Check with your service provider what line plant is available. If all the pairs are used then a further cable will be required and this will extend the lead times for delivery, in some cases by many weeks

Try to install new telephone lines and internet routers well in advance of your move date so that issues can be resolved before moving in

TOP TIP: If you have opted for Call Forwarding, check with your service provider for any hidden costs as you could be paying for the call and the transfer cost

6. IT & DATA CONSIDERATIONS



Make several backup copies of all company data systems including firewalls and servers


Arrange for copies of the backup to be stored at an off-site secure data centre where it will not be affected by the move

Create a Business Continuity Plan to help prepare your business should you encounter unexpected problems during the move. It should include: -

- ⇒ Inventory of all software and hardware, servers, storage and networking equipment
- ⇒ How you plan to switch phone lines and numbers, internet connections, migration of data and transfer of servers
- ⇒ List of business priorities and data classified according to business criticality
- ⇒ Contact details of telecom and IT service providers

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Test your Continuity Plan to see whether the information and backups that have been provisioned actually allow a full recovery	
Arrange a 'hot site' for continuing business operations in the event of a delay or disaster	
TOP TIP: Business Continuity Plans are time consuming and require a great deal of high-level and detail planning that your in-house team may not have the resources to complete. <u>Find an approved IT & Telecoms Consultants</u> who can write, test and implement the Business Continuity Plan on your behalf	

7. PREPARING FOR THE MOVE DAY	 TICK
If you are packing equipment yourself, label all analogue lines with 'A', digital phone lines 'V', and data lines 'D'. All wiring should be labelled with the device ID to which it belongs	
Label all computer equipment with the identification number assigned to the new space	
Transport copies of your data backup to the new location separate from the main system and each other	
If you are moving to a large multi-floor building and intend to use the passenger/goods lift, establish what the call out time is for a lift engineer, and if necessary request an onsite engineer to avoid lengthy delay	
Make a Contact List of all persons involved in the move, including IT and Telecoms Vendor technicians	
TOP TIP: The safe transportation of your IT & telecom equipment requires special handling, expertise and transit protection. It is therefore strongly recommended you engage the services of IT Move specialists to conduct this part of the move on your behalf	

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8. EQUIPMENT TESTING



Ensure all cabling, IT equipment and phones are in the right place

Triple check all individual telephone numbers and their locations, including each fax, DDI, modem, and any other special devices you have on your system

Test to see whether the call forwarding from the old number is working and being forwarded to the right phone

Test every aspect and feature of the phone system

Check incoming and outgoing emails

Check hard drives and network, and that all data has been safely migrated

Check website, intranet and extranet is up and running and has not been effected by your server relocating

Perform a Broadband Frequency Test on each network connection. There are free online services to use such as [Speed Test](#) or [Broadband Speed Checker](#)

TOP TIP: Ask for feedback from staff soon after the move about whether they feel the communication infrastructure can be improved. After all, they are the end users and need to be happy with the layout and services

IT & Telecoms - Achieving best value

- ⇒ Best practice says that companies should use an office move as an opportunity to review all of their IT suppliers
- ⇒ Moving office provides a trigger for renewing and/or switching IT and Telecom supplier contracts on favourable terms
- ⇒ Speak to independently sourced and approved [IT & Telecoms Consultants](#) as to what efficiencies and cost savings can be achieved - both throughout the moving office process and beyond

Disclaimer

This information has been prepared by Help Moving Office as a general guide only and does not constitute advice on any specific matter. We recommend that you seek professional advice before taking action. No liability can be accepted by us for any action taken or not taken as a result of this information.

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