

# DIY Voice Migration Pack

## How to Use this Pack (Quick Start)

**Version 1.0**

### What you get (in one minute)

- An implementation roadmap (what to do, in what order).
- A document & template library (inventory, ROI, HLD, runbooks, UAT, cutover, rollback, support).
- A 7-day Proof of Value (PoV) to validate call quality and readiness before you scale.
- AI tool + community enablement (find answers fast, learn, and unblock issues).

### Recommended order (the journey)

#### Step 1 — Discovery (same day)

- Complete the Pre-Migration Questionnaire and Inventory (users, sites, numbers, trunks, devices, integrations).
- Run the ROI calculator to produce a CFO-ready snapshot (costs, savings, payback).
- Output / decision: Discovery Sign-off = scope + risks + ROI + timeline.

#### Step 2 — Confirm the target design (1–3 days)

- Document target call flows, dial plan, porting approach and integrations using the Design templates.
- Agree security/governance assumptions (access, audit, change control).
- Confirm pilot scope (5–10 users) and critical call scenarios.
- Output / decision: Design Sign-off = HLD + dial plan + pilot plan.

#### Step 3 — Run the 7-day PoV (7 days)

- Execute the PoV plan and capture telemetry/KPIs (quality + operational readiness).
- Run UAT scripts (critical call flows + edge cases).
- Compile the Decision Pack (results + updated ROI + risks + recommendation).
- Output / decision: Go/No-Go to scale.

#### Step 4 — Roll out in waves (1 week per wave)

- Use the Cutover Runbook + Cutover Checklist + Comms templates.
- Execute staged cutover with rollback criteria and live support coverage.
- Output / decision: Wave sign-off = stable service + known issues logged + next wave approved.

#### Step 5 — Post-migration & handover (1–2 weeks)

- Use support/hypercare templates, KPI reporting and an optimisation backlog.
- Complete knowledge transfer and the handover checklist.
- Output / decision: Operational Acceptance = BAU ownership confirmed.

### Minimum roles (keep it lean)

- CEO Sponsor: approves scope/ROI; signs stage gates (Discovery, Go/No-Go, Acceptance).
- Technical Authority: owns design choices, test evidence, cutover approval.
- Project Lead: runs tracker, RAID log, comms and schedules.
- Service Desk Lead: hypercare readiness and escalation paths.

### Three rules for success

- Inventory first — don't design blind.
- Prove before you scale — PoV + decision pack.
- Cutover must be reversible — staged actions + rollback criteria.

### Where to get help (when you're stuck)

- AI tool: find the right template/runbook fast and get step-by-step guidance.
- Community clinics/sessions: peer support and practical unblockers.
- Optional expert blocks/audit: second opinion before Go/No-Go, without five-figure consultancy spend.

**Outcome: a faster, evidence-led, low-risk voice migration with clear decisions at every stage.**