INTRODUCTION

A new small digital telephone exchange is being installed initially to offer voice telephone and data switching services in the LEP area. Later expansion will allow eventual replacement of the existing Hasler exchange.

The new telephone exchange — supplied by STK of Oslo — employs digital techniques for switching and both analogue and digital techniques for the telephone equipment.

By the beginning of next year it is expected to have approximately 650 telephones and 230 data connections in LEP and some other areas.

In the area of Management Information services there are two aspects of interest:

- New services of interest to management
- New services required by the system

NEW SERVICES OF INTEREST TO MANAGEMENT

The following new services available in the new system are of potential interest for management information services:

- Many ‘key telephone’ (manager/secretary) services can be offered by simply installing ‘feature’ telephones on the system
- Call detail recording (call accounting) equipment can be installed to store and process call information of interest to both financial and technical management

Other features available to users will increase general efficiency of telephone calling:

- unrestricted access to certain international numbers can allow calls to well known institutes without the delay of going through the operator
- modern features such as camp-on, call forwarding, abbreviated dialling, conference calls, etc.
- data connection via the telephone — avoiding the cost and delay in installing cables to a special switch (eg. Index) which could be introduced

Other features are of special interest to telephone operation and management:

- automatic recording of traffic and performance statistics
- on-line directory for the operators
- computer controlled operator console
NEW SERVICES REQUIRED BY THE SYSTEM

The following equipment may well be acquired in the near future and will probably require some special data processing in order to produce data suitable for CERN management:

- PC-based call detail recording system
- PC-based on-line directory
- PC-based operator console

The following data is currently not held on computerised data bases and certainly should be in the future:

- lists of telephone exchange equipment
- lists of telephone cable equipment
- lists of telephone equipment

There are currently at least two independent lists of all CERN telephone numbers held on computers — involving double entries for every modification. These should certainly be combined in the interests of accuracy and efficiency.