I. Project Identification

Project Title: Establish Enterprise Unified Communications

Agency Name	**Agency Business Unit**
Department of Administrative Services	BEST

Your Name (Submitter) | **Phone** | **Email**
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 | |

II. Project Details

A. Project Dates

Proposed Start Date (MM/DD/YYYY)   **Expected Completion Date** (MM/DD/YYYY)   **Project Duration** (in months)

10/01/2013   09/30/2015   24 months

B. **Project Description -** This information will be used for listings and report to the Governor and General Assembly on capital funded projects.

This project establishes a State-wide telephone system and reduces annual expenditures by over $11 million dollars. Greater access to modern communication and collaboration tools such as simultaneous document editting, video conferencing and status visibility allow faster completion cycles by reducing travel needs, eliminating serial edit cycles, increasing effectiveness of communication comprehension and simplifying finding the correct staff person. Further reduction in recurring overhead costs occurs through consolidation of telephone lines and systems into a centrally maintained architecture, reducing the total overflow lines paid for through centralization.

C. **Summary.**

Summary - Describe the high level summary of this project in plain English without technical jargon
Implement new technology for voice and other communication forms in order to reduce costs, increase productivity and provide resiliency to the Enterprise. The new telephone system will be setup in the State Data Center, with one backup site at DESPP in Middletown. The Failover to the backup site is virtually transparent to the users. Additional tools such as enterprise fax servers, faxing to file shares, instant messaging and simultaneous document editing over the network will enable clearer and more accurate communication of ideas and updates. States such as New Hampshire and large corporations like Cisco have all realized a minimum savings of 25% with these projects.

Purpose – Describe the purpose of the project
Work smarter to get more done. Complete projects faster by reducing travel, allowing simulataneous updates rather than serial edit cycles, reduce conflict by improving communication through face-to-face electronic communications, take the guess work out of finding people. Reduce telephone costs. Trunk consolidation eliminates redundant capacity through sharing of rollover and seasonal capacity. Routing calls over the WAN eliminates intrastate long distance charges between agencies and regional offices. Telephone system consolidation reduces maintenance costs through central administration versus onsite visits.

Importance – Describe why this project is important
This optimization of performance across organizations saves money in a number of ways: data and phone monthly recurring charges decrease by 40% (industry standard), long distance charges decrease by 60% (industry standard), travel expenses between locations decrease by 50% (on average, requires culture change), communications disaster recovery becomes possible and the ability to redirect resources during times of need is simplified.

Outcomes – What are the expected outcomes of this project
Establish Enterprise Class Unified Communications for the State of CT, with all prerequisites satisfied at major facilities of participating Agencies. Other non-participating Agencies will see the effectiveness of the model and the cost savings provided, and want to join. State workers will complete routine work products faster and more accurately, while servicing more constituents and 3rd party collaborators better by utilizing the client / vendor preferred means of communication, reducing support times, averting misunderstandings and encouraging creativity.

Approach and Success Evaluation – Provide details of how the success of the project will be evaluated
Financial success of the project measured by capturing costs prior to each major phase and then comparing after go live. The soft savings measured by selection of individuals or units, and measuring their average task times before and after after training and integration of new.

D. **Business Goals**. List up to 10 key business goals you have for this project, when (FY) the goal is expected to be achieved, and how you will measure achievement, Must have at least one. Please use action phrases beginning with a verb to state each goal. Example: "Reduce the Permitting process by 50%". In the Expected Result column, please explain what data you will use to demonstrate the goal is being achieved and any current metrics.

Business Goal (Action Phase)	Target FY for Goal	Current Condition	Expected Result
Reduce Communication Line and Long Distance charges by 40%	16	Executive Branch spends approximately $1,200,000 per month in lines and long distance	Line and Long Distance billing reduced to $800,000 and new SIP costs less than $25,000
Reduce Moves,Adds,Changes costs by 40%	15	Outsourced requests require 1 hour minimum and cost $200 per hour. Monthly costs exceed $63,000.	Review costs to validate less than $37,000 labor.
Increase productivity through electronic collaboration methods	15	Long edit cycles, constant searching for individuals, lost time though misunderstandings perpetrated by incomplete communication	More video conferencing, spontaneous or planned collaboration sessions replacing serial, electronic document review. Reduced travel.
Reduce upgrade and capital investment costs in telephony by 50%	15	State spends over $3,000,000 a year on individual telephone location switches upgrades	Review project POs in CORE-CT to validate capital investment in telephony less than $1,500,000

E.   **Technology Goals**. From a technical perspective, following the above example, list up to 10 key technology goals you have for this project and in which Fiscal Year (FY) the goal is expected to be achieved. Please use action phrases beginning with a verb to state each goal. Example: "Improve transaction response time by 10%".

Technology Goal	Target FY for Goal	Current Condition	Expected Result
Centralized voice mail and SIP trunking across 50% executive branch	16	40% of locations have independent voice mail ; other 60% have no vm at all. Every location has PRI, TDMI and Analog with extra trunks for roll-over; maintaining and paying for seasonal capacity requirements year round.	Centralized voice mail for all locations, voicemail delivery to email, voice mail forwarding across locations. Centralized SIP trunking combines rollovers for efficiency, allows burst for special conditions and allows seasonal increases or decreases without cost.
Centralized Presence with integrated messaging, video conferencing	16	5% of agencies have IM ability. 0% have Presence. 2% of facilities have video conferencing. National estimates show average staff spends 1.5 hours a day finding other staff.	Integration of messaging with staff status and complete addressbook information allows immediate conversation through best at the moment modality. Reduce time spent coordinating staff.

| Centralized Document collaboration | 16 | Occasional WebEx mostly for presentation. Most edit cycles to complete documents such as RFP, Contracts, Specifications require 5 edit cycles and 2.5 months. | Document collaboration tools for Intra and Internet will replace long edit cycles, reduce email storage by eliminating need to send documents back and forth. |

F.   **Priority Alignment.** The criteria in this table, in concert with other factors, will be used to determine project priorities in the capital funding approval process. Briefly describe how the proposed projects will align with each criterion.

Priority Criterion	Y/N	Explanation
Is this project aligned with the Governor's Key Priorities?	Y	Technology enablement in order to work more efficiently and conveniently with our constituents is a priority for this Administration.
Is this project aligned with business and IT goals of your agency?	Y	State CIO Mark Raymond has Unified Communications as a priority.
Does this project reduce or prevent future increases to the agency's operating budget?	Y	Reducing edit cycles and travel costs across all State Agencies. Simplifying accurate communication.
Will this project result in shared capabilities?	Y	This is a State wide Enterprise system to be utilized by all Agencies
Is this project being Co-developed through participation of multiple agencies?	Y	Working group sessions open to all Agency IT Managers. Individual strategies for larger Agencies designed by Central Telecom staff working with the Agency. DEEP's already funded Bond project for VOIP is a foundation for this. DOT will present a project to work within this larger project. Discusions started with the UCONN Health Center to coordinate with their Bond Fund VOIP project. Agencies participating with some or all locations: DAS, DOT, DESPP, SOS, OSC, OAG, DEEP, OPM, DPH, DDS, DMHAS, DSS, DORS, SDE, DCP, DVA, DRA, CHRO.
Has the agency demonstrated readiness to manage project of this size and scope?	Y	Telecom unit manages this amount of updates to the State Telecom Infrastructure already
Is the agency ready to deliver the business value proposed?	Y	Central telecom unit at DAS/BEST has been upgrading and installing Enterprise systems for decades.

G. **Organizational Preparedness**. Is your agency prepared to undertake this project? Is senior management committed, willing to participate, and willing to allocate the necessary time, energy and staffing resources? How will the project be managed and/or governed and who will make the key project decisions?

> Agency demonstrated ability by bringing DSS new phone system online. This is one of CIO Mark Raymond's highest priorities. The move to 55 Farmington provides momentum to keep this project in front of people's To Do list. Key decisions will be made by Director Kate Trudeau, and a Senior Telephony Engineer plus a seasoned project manager will be consultants on the project.

H. **Project Ramp Up**. If capital funds are awarded for this project, how long will it take to ramp up? What are the key ramp-up requirements and have any off these already been started? For example, has a project manager been identified? Has an RFI been issued? Is a major procurement required such as an RFP?

> The informational and requirements gathering phases of this project are almost over. This project can start with procurements, consultant interviews and employee time scheduling as soon as funding is awarded.

I. **Organizational Skills**. Do you have the experienced staff with the proper training to sustain this initiative once it's a production system? Do you anticipate having to hire additional staff to sustain this? What training efforts are expected to be needed to maintain this system?

> Training on the new applications is included for the staff, which is well experienced in the Engineering side of this effort already. Cross training for other groups as well as additional consulting for the Security Division is included in this package as well.

J. **Financial Estimates.** From IT Capital Investment Fund Financial Spreadsheet

Estimated Total Development Cost	Estimated total Capital Funding Request	Estimated Annual Operating Cost	One Time Financial Benefit	Recurring Annual Financial Benefit
$13,824,428	$10,648,872	$1,275,126		$11,186,503
Explanation of Estimates				

1. Lines and Trunks estimates
    1.1. Line and long distance costs from CORE-CT less Partner Cost Reduction estimate
    1.2. Averaged this plus industry standard verification of high level analysis of target sites, estimated line cost models for large and small sites.
    1.3. Annual reduction estimated by netting new annual SIP trunk costs based on actual.
2. Moves,Adds and Changes
    2.1. Adds Moves Changes from CORE-CT EPM
    2.2. Reviewed manually service requests for same months, compared to Agencies performing their own updates.
    2.3. Used against cost models from 1.2 to estimate savings.
3. Reduce upgrade and capital investment costs
    3.1. Solicited comparison quotes for Enterprise vs. Standalone system upgrades
    3.2. Compared to list of not target sites' equipment
    3.3. Estimated upgrades and investments assuming 20% won't come onto Enterprise, but most will.
4. System requires two ITA2 level additional staff

Assumptions: Please list key assumptions you are using to estimate project development and implementation costs
Assumed that Telephone Cost Initiative would further reduce telephony costs by another 15% prior to project completion. Reduced annual costs accordingly before calculating costs. Assumed that not all Agencies will want to participate. Assumed that Agencies already implemented with VoIP will want to extend cost savings to SIP consolidation trunks. Assumed that Agencies already implemented with VoIP will want to join Enterprise UC at license cost only.

III. **Expanded Business Case**

A. **Project Impact.** Beyond the top business goals identified in Section II, 1) What impacts will this project have, if any, in the targeted areas below, 2) What would be the impact of not doing this project, 3) How will the project demonstrate benefits are achieved.

(1) Impact Area (Vision)	Y/N	Description of Project Impact
Will this project provide efficient and easily accessible services for all constituents?	Y	Because of abilities such as video conference on demand, IVR and Call Center software available at an Enterprise level, smaller agencies and agencies focusing on special needs constituents will have greater options for interacting with constituents.
Will this project promote open and transparent government with the citizens of the state?	Y	By allowing greater communication opportunities, public video conference access to public meetings, etc., more people will be able to participate in hearings and other project reviews.
Will this project establish efficient and modern business processes?	Y	By employing Federal encryption standards across all processes, and deploying more modern, consumer based communication methods, the state will be working in the same manner as most large corporations today.
Will this project increase accuracy and timeliness of data for policy making, service delivery and results evaluation?	Y	By increasing the ability to collaborate on the source document without serial edit cycles, documents such as RFPs, contracts and MOUs may be created faster and with less chance of transposition.

2) What is the expected impact of NOT doing this project?
Telephone costs will continue to rise, as individual telephone switches age beyond manufacturer's support cycles. Some larger agencies will be without telephone service for a month or two, as out-of-support systems (35% of the State's telephone switches) fail with no recovery.

(3) How will you demonstrate achievement of benefits?
The pilot groups for this system are Capital Ave Complex and the 55 Farmington Agencies. From those Agencies, strategic units and individuals will be selected prior to implementation, and their workflows documented. After implementation and integration, those units and individuals will be assessed again for efficiency gains. The financial benefits are easily measured through running the same CORE-CT EPMs run for the estimates listed above.

B. **Statutory/Regulatory Mandates.** 1) Cite and describe federal and state mandates that this project in intended to address. 2) What would be the impact of non-compliance?

(1) Statutory / Regulatory Mandates:
N/A

(2) Impact of non-compliance:
N/A

C. **Primary Beneficiaries.**   Who will benefit from this project (citizens businesses, municipalities, other state agencies, staff in your agency, other stakeholders) and in what way?

All executive branch agencies which participate will benefit, as well as the citizens served by those agencies and the businesses serving those agencies.

Important:

- **If you have any questions or need assistance completing the form please contact Jim Hadfield or John Vittner**
- **Once you have completed the form and the** IT Capital Investment Fund Financial Spreadsheet **please e-mail them to Jim Hadfield and John Vittner**

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