

Information Technology Capital Investment Program
Project Status Report

To: Information Technology Strategy and Investment Committee
John Vittner, Office of Policy and Management

From: Leonard Welch - Director, Unified Communications

Email: Leonard.Welch@ct.gov

Agency: Department of Administrative Services

Project: Unified Communications - Enterprise VoIP Project

Project Manager: Leonard Welch

Reporting Period: Project Inception through 06/30/2018

Total Funds Requested: \$10,648,872

Total Funds Allotted to Agency: \$10,648,872

Accumulative Total Capital Fund Expenditures to Date: \$9,824,060

Brief Project Description/Summary:

The goal of the initiative is to establish a foundation for the implementation of an Enterprise service that enables cost-savings when compared to maintaining obsolete systems and equipment. A Unified Communications platform implemented across the Executive Branch will increase productivity and collaboration as well as enable a consistent user experience across all participating State Agencies.

The new VoIP telecommunication system is hosted in the State Data Center, with failover at the state's backup data center in Springfield, MA. Additional Enterprise-level services including Call Center, Electronic Faxing, Interactive Voice Response, Instant Messaging, Softphone, Mobile VoIP Communication and Video Conferencing are part of the initiative and will be implemented throughout calendar year 2018-19.

Summary of Progress Achieved to Date:

The Unified Communications division of DAS / BEST deployed the statewide Enterprise UC / VoIP platform throughout 2013-18. Progress achieved in 2018:

VoIP

- Expanded user base to 14,000+
- Current SIP traffic range is 18,000-25,000 inbound and 10,000-14,000 outbound calls per day

DMV Call Center

- Facilitated scope of work and legal discussions between the state and vendor
- Managed unexpected manufacturer financial restructure event to adjust customer expectations
- Deployed Phase 1 on May 23, 2018
- Current inbound traffic range is 4,500-8,500 calls per day

DCF Careline

- Deployed enterprise VoIP for CCWIS development team at 505 Hudson Street in March 2018
- Planned deployment for call center services for Careline in July 2018

SIP Migration

- Migrated 55 Elm Street in January 2018, resulting in reduction of three PRIs and approximately \$900 in monthly billing
- Managed migration of Wethersfield headquarter location from PRI to SIP in March 2018, resulting in reduction of seven PRIs and approximately \$2,000 in monthly billing

Issues and Risks:

- Increased demand and deployment amplifies need for staff - for project support and future administration and maintenance.
- Once core implementations are completed, need to address agency-specific applications - call centers, IVRs - from a consistent perspective.

Next Steps & Project Milestones:

1. December 2018 - Deploy to DESPP in Middletown.
2. March 2019 - Begin planning implementation and deployment to renovated 165 Capitol Avenue
3. March 2019 - Deploy to SEEC, Ethics and FOI at 18-20 Trinity Street, Hartford. March 2019 - Deploy to SEEC, Ethics and FOI at 18-20 Trinity Street, Hartford