

Information Technology Capital Investment Program  
Project Status Report

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**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 12/31/2018

**Total Funds Requested:** \$10,648,872

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

**Accumulative Total Capital Fund Expenditures to Date:** \$9,888,420

**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 2019.

**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 18,000+
- Current SIP traffic range is 25,000-30,000 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
- Deployed Phase 2 - a new Interactive Voice Response Unit - in December 2018

SIP Migration

- Migrated 55 Elm Street in January 2018, resulting in reduction of three PRIs and approximately \$900 in monthly billing
- Managed DMV 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.
- Preparing for new round of funding to accommodate demand for new deployments.

**Next Steps & Project Milestones:**

1. February 2019 - Deploy to SEEC, Ethics and FOIC at 18-20 Trinity Street and DMHAS West Haven.
2. March 2019 - Begin planning implementation and deployment to renovated 165 Capitol Avenue
3. April 2019 - Deploy to DDS Torrington
4. June 2019 - Deploy to Connecticut Agricultural Experiment Station in New Haven.