

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:** Jefferson Lett - Director, Unified Communications

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**Agency:** Department of Administrative Services

**Project:** Unified Communications - Enterprise VoIP Project

**Project Manager:** Bernard Johnson

**Reporting Period:** Project Inception through 06/30/2020

**Total Funds Requested:** \$12,277,708

**Total Funds Allotted to Agency:** \$12,277,708

**Accumulative Total Capital Fund Expenditures to Date:** \$11,889,898

**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 2020.

**Summary of Progress Achieved to Date:**

The Unified Communications division of DAS / BEST deployed the statewide Enterprise UC / VoIP platform throughout 2013-20. Progress achieved in 2019-20:

VoIP

- Expanded user base to 30,000+
- Current SIP traffic range is 65,000-70,000 inbound and 9,000-14,000 outbound calls per day

DMV Call Center

- Deployed Phase 3 on 4th quarter 2019
- SQL and SSRS servers for shared services

**BEST Avaya 8.1.2 Software Upgrade**

**Week Ending - 7/17/20**

**Consolidated Avaya Tasks**

<u>Task</u>	<u>Start Date</u>	<u>Finish Date</u>
R8 Upgrade HUB and ESS		
Workbooks	3/27/2020	3/27/2020
Groton Session Border Controller	6/10/2020	6/16/2020
Springfield Session Border Controller	6/17/2020	6/23/2020
Groton Avaya Diagnostic Server	6/24/2020	6/25/2020
Springfield Avaya Diagnostic Server	6/26/2020	6/29/2020
Groton Communication Manager	6/30/2020	7/2/2020
Springfield ESS	7/6/2020	7/8/2020
Avaya Messaging Servers (Voicemail)	7/6/2020	7/10/2020
Groton AES	7/9/2020	7/15/2020
Springfield AES	7/9/2020	7/15/2020
Groton System Manager	7/16/2020	7/22/2020
Springfield System Manager	7/16/2020	7/22/2020
Groton Session Manager	7/23/2020	7/29/2020
Springfield Session Manager	7/30/2020	8/5/2020
Groton Avaya Aura Device Services		
Springfield Avaya Aura Devices Services		
Equinox		
Cutover	7/31/2020	8/28/2020
Cutover and Test Functionality	8/31/2020	8/31/2020

**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:**

Additional Deployments - planned through December 2020

- Newly-renovated 165 Capitol Avenue
- DCF – Call Center
- Department of Emergency Services & Public Protection
- Office of the Chief Public Defender