Information Technology Capital Investment Program

Project Close Out Report

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

From: Bernard Johnson - Manager,

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Agency: Department of Administrative

Project: Unified Communications - Er

Project Start Date:
3/1/2016

Project End Date:
2/26/2021

Project Manager: Bernard Johnson

Total Funds Requested: $12,277,708

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

Accumulative Total Capital Fund Expenditures to Date: $12,277,680

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.

List Project Goals and Deliverables Completed:
(Please provide a brief summary of the goals and deliverables that were implemented. Please reference the IT Capital Investment Brief for the initial goals of the projects.)

As a result of funding provided, 77 facilities and over 21,000 telephones were migrated to the centralized voice platform with end users able to take advantage of new mobile and remote access features not available with thier old systems.

The Enterprise RightFax platform received a hardware refresh and upgraded software that supports over 2,100 end users.

The Enterprise @Comm Call Acounting platform also received a hardware refresh and software upgrade.

Project Replication Opportunities:
(Are there opportunities to repeat or leverage the project solution by other state agencies? Please provide a brief explanation.)
A new bond was applied for, and approved, so as to carry on this centralization direction and continue the legasy phone system replacments and migration to the centralized Avaya core system. Costs will continue to be reduced in areas of annaul telco circuit cost, physical hardware repalcement and ongoing support.

Key Lessons Learned:
(Provide any lessons learned or experienced during this project that may be helpful to other agencies starting a similar project.)
Communication between the BEST migration Team, the installation vendor, and the Customer (The effected Agency itself) must be continuous, open, and accepted by all parties in order to successfully deliver a quality product, on or under budget, and on time.