

# Meeting Notes

## CICN Users' Group

August 29, 2007 1:00 p.m. – 3:00 p.m.

Meeting called by Dedrick Smith, CICN Project Manager

### Attendees:

Heather Allen	HCPF
George Brown	HCPF
Lisa Stanford	DoIT
Jose Valdez	CSU
Mary Lou LaCouture	DoIT
Haishan Ellis	CHS
Gina Fugazzi	CDHS
Dave Lanty	DOLA
Steve McDermott	DWR
Larry Kelley	DOW
John Conley	OIT
Todd Olson	DoIT
Carrie Olgeirson	DOL
Michael Adams	GA
Jill Elggren	DoIT
Leif Vinson	DORA (via phone)

### Introductions

#### The Contract

Todd Olson provided background on how the contract came about. Agencies not currently on the Capitol Complex voice system may participate in the contract and receive the same discounted pricing. CDLE is being brought into the contract for its STORM project.

#### Project Questions

Please route project questions to Dedrick Smith (CICN project manager) or Jill Elggren (DoIT's communication manager). Contact Dedrick if you have questions regarding hardware or software specifications.

#### Task Order 1

Currently building a project plan with the vendor (ISC) for Task Order 1. The agencies to receive new handsets in this task order are (listed in order):

- Core Network
- West 2nd
- Governor's Mansion
- Historical Society

Although a specific schedule has not yet been completed, Dedrick expects to complete Task Order 1 in February 2008.

Dedrick hopes to have a high level project plan done by the 14<sup>th</sup>. Although it will encompass the entire project, the primary focus will be on Task Order 1

#### All Implementations

The vendor is responsible for developing the design and implementation plan

Will be meeting with all agencies to discuss their specific requirements

The test phase is not complete until the agency has signed off that the system meets their requirements

### **Project Manager's Role**

Dedrick's role is to be an advocate between the agencies and the vendor, DoIT and OIT and to help with agency issues

### **CDLE Storm Project**

The DoIT Capitol Complex CICN project will run in tandem with CDLE's project to bring up their call center

CDLE is partnering with DoIT and is a test bed for future sites who are not part of the Capitol Complex voice system

### **Meeting Purpose**

To share information with and receive information from agencies.

This is the agencies' meeting and Dedrick is the facilitator

### **Big Picture**

Converging of phone systems to get all agencies onto one contract.

The reason this project is being implemented is that the core network and phones are at end of life. 100% of the 866-prefixes are on this system along with a few other prefixes; total of approximately 7,000 users. DoIT is replacing the antiquated systems with the same or better functionality while staying within the same Truth-In-Rates costing and providing reliable service.

- This solution provides flexibility for the future.
- This solution provides us with business continuity, redundancy and monitoring services (something we don't have today).

We will need to establish standards so that agencies will have the right equipment if they decide to join in. Before purchasing new switches or routers, agencies should talk to Dedrick. When making purchases, make sure that there is nothing that says others cannot touch the equipment without voiding your warranty. Todd will be getting information to the agencies.

Important to note that ISC is not a state award. It is a contract, not a price agreement.

DoIT does not support Higher Ed or Human Services Pueblo location. The Pueblo Forensic Unit may be brought onto the contract.

The current solution allows us to consider future offerings such as voice portal services like 211, 311 and 511, and IVR. These offerings will help reduce costs since calls will be local rather than long distance.

Other future offerings may be video conferencing and surveillance

### **Stakeholder Benefits**

Taxpayers – cost reductions in telephony and level of response

Governor's Office – pushing convergence and sharing of resources for economies of scale

Legislature – shows the State can do IT projects well

### **Conversion Timeframes**

Need to hear from agencies regarding both the good times and bad times to implement. For example, Legislative Services' busy time is November to June and would not be a good time to convert.

### Questions:

- What does this mean for support? What type of support will agencies receive during and after the project?
  - Project team will identify baseline and future needs
  - Training has been built into the project
  - This meeting should be used for this type of dialog to hammer out issues, support, policies
- How does it work when one organization manages the voice network and one the data network?
  - This is standard for agencies on the Capitol Complex voice system. This will be a change for agencies that manage both.
- What is the status of the Higher Ed waiver? If waiver is revoked, they will have many questions.
  - We are also looking at the state of the network and are not immediately ending existing waivers. However, if it makes sense to bring on an agency, we will be asking a lot of questions to see if it is the right thing to do.
- How did Historical Society get included in Task Order 1?
  - Mary Lou was approached by John Fornorola and Sue Riehl and asked to be a test site. Several surveys have been completed (list of phones and extensions, LAN equipment, etc.). Mary Lou will provide a copy to Haishan.
- How do you get a telephony waiver?
  - There are two processes – purchase approval and waiver
  - Purchases greater than \$10,000
    - must go to Mary Lou to approve the technology and
    - must go to OIT for approve the expenditure
  - DoIT must approve waivers for agencies to purchase something other than the DoIT/State standard

### Next Steps

- How to configure the Users' Group? What types of subcommittees are needed/wanted?
- Provide Dedrick with dates that work well to convert agencies and dates that just won't work
- Dedrick to get out a project plan
- Look at the Distribution List to see if the right people are being invited to the Users' Group meeting. The current list is one that was for the telecommunications strategy planning meeting and may or may not contain the right people.
- Todd may be able to disseminate the standards list next week
- Vendor will be at the next meeting to show the equipment

**ACTION ITEMS**

<b>Line No.</b>	<b>Description</b>	<b>Assigned To</b>	<b>Date Assigned</b>	<b>Due Date</b>	<b>Status</b>
1.	Provide Haishan with copy of CHS surveys	Mary Lou LaCouture	8/29/07		Open
2.	Prepare a summary of the contract (who is involved, what, etc.)	Lisa Stanford	8/29/07		Open
3.	Provide Dedrick with dates that will work well and not work for agency implementations	User Group	8/29/07		Open
4.	Look at distribution list to make sure the right people from your agency are invited to the User Group meetings	User Group	8/29/07		Open
5.	Leif and Larry to provide Mary Lou with a copy of Lessons Learned from their recent implementations	Leif Vinson Larry Kelley	8/29/07		Open
6.	Jose to provide Mary Lou with a copy of Higher Ed's recent cat 5 v cat 6 study	Jose Valdes	8/29/07		Open
7.					