



## **COLORADO INTEGRATED COMMUNICATIONS NETWORK (CICN) FAQ FOR AGENCY CIOs**

### **WHAT IS CICN?**

The Colorado Integrated Communications Network is a Voice Over IP (VoIP) solution that will replace DoIT's current voice system and applications.

### **WHY ARE WE REPLACING THE CURRENT SYSTEM?**

In 2005, a multi-phase project called "Capitol Complex PBX Upgrade" was initiated to determine the best approach for providing voice services after the lease for the hardware, software and maintenance of DoIT's voice system and applications expired in September 2006. DoIT determined the best solution was to re-architect the system and implement a state-of-the-art IP-based voice solution on a converged voice and data network environment using MNT rather than replacing the older technology.

### **WHO WAS AWARDED THE CONTRACT?**

ISC, Inc. was awarded the contract to implement the Cisco solution.

### **WHAT AGENCIES ARE IMPACTED?**

All agencies using DoIT voice services; this primarily means agencies located on the Capitol Complex, North Campus, 690 Kipling and West 2nd. Agencies or sites not currently supported by DoIT have the opportunity to join the project by contacting DoIT.

### **WHAT ARE THE BENEFITS OF THIS SOLUTION?**

In addition to providing telephone services (dial tone, voice mail, etc.), this solution allows for business continuity and disaster recovery. Other benefits include:

- Automated call routing
- Unified messaging (integration of voice mail, email and fax)
- Creation of a statewide voice portal
- Future applications include interoperability with other communication systems, statewide 10-digit dial plan and state voice portal.

### **WHO IS ON THE PROJECT TEAM?**

The project will be managed by Dedrick Smith, PMP with Mary Lou LaCouture, Voice Manager and Phil Bisant, Network Manager acting as joint implementation managers on the project. Although other DoIT personnel may be asked to work on various pieces of the project, the core team consists of John Clark, Mark Dunham, Jill Elggren, Robb Fuller, and Lisa Stanford. OIT will be responsible for the project's Independent Validation and Verification (IV&V). A project org chart is displayed at the end of this project.

Agency representatives have been invited to participate in monthly project updates meetings as well as to hear about potential concerns or issues the agencies may have.

### **WHAT IS THE TIMEFRAME?**

This project will take 18 to 24 months to complete. Once the core network is installed at 1525 Sherman Street, DoIT's telecommunications office located at 2452 West 2nd Avenue will be the first site converted to the new system.

### **CAN OTHER DEPARTMENTS PARTICIPATE?**

Yes. The RFP and current contract was structured to allow other departments the ability to join in the contract by way of a Contract Amendment. CDLE is one department who is already taking advantage of this.

### CIGN PROJECT TEAM

