



# Users' Group Meeting Notes

**Meeting Date and Time: February 27, 2008, 1:00 p.m. - 3:00 p.m.**

## Attendees

Name	Agency	Email Address
Andy Jolley	CDHS	
Greg Walker	CDHS	
Casey Atchison	CDLE	<a href="mailto:casey.Atchison@state.co.us">casey.Atchison@state.co.us</a>
Fred Sandoval	CDLE	<a href="mailto:fred.sandoval@state.co.us">fred.sandoval@state.co.us</a>
Kevin Rolfe	CDPHE	<a href="mailto:kevin.rolfe@state.co.us">kevin.rolfe@state.co.us</a>
Peggy Lewis	CDPHE	<a href="mailto:peggy.lewis@state.co.us">peggy.lewis@state.co.us</a>
Charlie Boyle	CDPS	<a href="mailto:charles.boyle@cdps.state.co.us">charles.boyle@cdps.state.co.us</a>
Daniel Teyf	DoAG	<a href="mailto:daniel.teyf@ag.state.co.us">daniel.teyf@ag.state.co.us</a>
Dave Growley	DoIT	<a href="mailto:dave.growley@state.co.us">dave.growley@state.co.us</a>
Jill Elggren	DoIT	<a href="mailto:jill.elggren@state.co.us">jill.elggren@state.co.us</a>
Mary Lou LaCouture	DoIT	<a href="mailto:marylou.lacouture@state.co.us">marylou.lacouture@state.co.us</a>
Ken Johnson	DOL	<a href="mailto:ken.johnson@state.co.us">ken.johnson@state.co.us</a>
Danny Parks	OIT	<a href="mailto:daniel.parks@state.co.us">daniel.parks@state.co.us</a>

### *Project Team Vendor Partners:*

Dan Owens	ISC	<a href="mailto:dowens@iscorp.net">dowens@iscorp.net</a>
Darren Duerksen	Cisco	<a href="mailto:dduerkse@cisco.com">dduerkse@cisco.com</a>
Wendy Melcher	ISC	<a href="mailto:wmelcher@iscorp.net">wmelcher@iscorp.net</a>

### *Via Phone:*

Gina Fugazzi (via phone)	CDHS	<a href="mailto:genevieve.fugazzi@state.co.us">genevieve.fugazzi@state.co.us</a>
Greg Cress	CDHS	<a href="mailto:greg.cress@state.co.us">greg.cress@state.co.us</a>
Larry Kelley	CDOW	<a href="mailto:larry.kelley@state.co.us">larry.kelley@state.co.us</a>
George Brown	DHCPF	
Rich Morris	DOHCPF	<a href="mailto:rich.morris@state.co.us">rich.morris@state.co.us</a>

## Welcome and Introduction by Danny Parks

Danny opened the meeting. Room and telephone introductions were made.

## Project Status

Task Orders are moving along and the team continues to work on defining and scheduling future task orders.

### Task Order 1

- 1580 Logan – done
- Governor's Mansion - done
- 1300 Broadway – will be completed 3/13/08
- Task Order 1 closing documents need to be completed and then this Task Order will be done.

#### Task Order 2

Task Order is in green status. This is the CDLE Storm project; tentative timelines are as follows:

- First part of March will be converting the administrative phones
- Second part will be the Appeals group
- Mid-May they will be cutting the CUB IVR line
- Cut the remainder of the Call Center in July

#### Task Order 3

Task Order is in green status.

- Addition to the contract. They are adding the CBI DNA Lab in Grand Junction. This is a DoIT supported agency.
- The kickoff meeting was held February 19<sup>th</sup>
- Implementation should be complete by April 1<sup>st</sup>

#### Task Order 4

This Task Order will include 1341 Sherman, 225 E. 16th, 201 E. Colfax, Camp George West and 1525 Sherman

- Working on procurements to finish the true-ups
- Working on procurements to upgrade the CICN core and augment CICN security

Governor's Energy Office was added to the CICN project in February. They will have the new telephones by Monday, March 3, 2008.

Over the past few weeks, the team has spent a large amount of time focusing on improving our process based on lessons learned from the first two sites.

- Need more detail about the user phones than originally thought. The project team will work with the agencies to gather detail information line-by-line, phone-by-phone, button-by-button, etc. This information will populate what is known as the "BAT" file.

At the last Users Group meeting, there was a discussion on developing a policy regarding whether extensions should stay with a person when they move or stay with a location.

*Question:* What was decided as the policy?

*Answer:* Mary Lou advised this discussion is best left until after the E911 presentation. All agreed.

- There is a sub-group meeting next week to plan the next 24 months of moves. They will be meeting with State architects on the plans. ***If you are aware of upcoming moves or potential moves, please notify the team via the CICN mailbox at [cicn@state.co.us](mailto:cicn@state.co.us)***

#### E911 Presentation

Leonard Lane, ISC, gave a presentation on E911. Highlights from the presentation include:

- DoIT currently uses Intrado, a third party database, to store phone location. This db must be manually updated each time a phone is moved, added or removed. With the new system, DoIT will use Cisco Emergency Responder; this product dynamically builds a database of phone locations based on the port. No manual intervention is required. The data will then be pushed to Intrado (or other system containing the ALI database)

- With VoIP, it is easier to move phones because the jack and not the phone number identifies the physical location of the phone and thus the integrity of the E911 database is maintained.

Post meeting note: The presentation (without sound) has been posted on the CICN website found at <http://www.colorado.gov/dpa/doit/cicn/>

## Questions and Answers

Mary Lou advised the forum is open for future agenda items. Anything for next month?  
 Suggestions included IVR; voice mail; discussions on different call handling functions; and call center basics such as IVR, call flow, and handling auto attendant.

*Question:* Coverage on a Call Center? They currently use a bell that rings when there is no coverage and the telephone is ringing.

*Answer:* Advised there are several options. They can discuss the options such as ring bell, roll & roll, etc. They will need to understand business requirements.

*General discussion on Call Centers.* (IVR Auto Attendant v. Auto Call Attendant, shopping list of Call Center capabilities, etc.

Maybe needs to be one-on-one rather than an agenda item.

Mary Lou advised 690, 700 and 710 Kipling will be done the latter part of this fall.

*Question:* Possibly develop a support process group? For example, someone to contact as a first point of contact.

*Answer:* Team is meeting tomorrow. They will get together a couple of drafts before publishing that will address this issue.

*Question:* VoIP Security?

*Answer:* Building that plan now and the Office of Cyber Security is on team. Will be rolling out a plan shortly. Perhaps can have Travis Schack speak to the Users Group.

*Question:* When will the master schedule be complete?

*Answer:* Next draft should be within the next 30 days. The Task Orders are complex and anything can change them. They will have the sequencing/grouping within 30 days but the master document will also be an ever changing document.

*Question:* Expected timeframe for Camp George West? They are getting ready for the Democratic Convention and need to have it done before then.

*Answer:* This is part of Task Order 4. Should be done well before August. There is an engineering meeting Friday.

## User Group Meeting Schedule / Next Meeting

Meetings are held the last Wednesday of each month. The next meeting will be held on 3/26/08.

## CICN Information/New Documentation and Resources

CICN Mailbox - [cicn@state.co.us](mailto:cicn@state.co.us)

CICN website - <http://www.colorado.gov/dpa/doit/cicn/>