



# Users' Group Meeting Notes

**Meeting Date and Time:** October 31, 2007 1:00 p.m. – 3:00 p.m.

## Attendees

<b>Name</b>	<b>Agency</b>	<b>Email Address</b>
Fred Sandoval	CDLE	fred.sandoval@state.co.us
Larry Kelley	CDOW	larry.kelley@state.co.us
Charlie Boyle	CDPS	charles.boyle@cdps.state.co.us
Russ Shugart	CDPS	russ.shugart@cdps.state.co.us
HaiShan Ellis	CHS	haishan.ellis@chs.state.co.us
Ron Mann	DOAG	ron.mann@ag.state.co.us
Ron Wiseman	DOC	ron.wiseman@doc.state.co.us
Oscar Wilde	DOC	oscar.wilde@state.co.us
Jill Elggren	DoIT	jill.elggren@state.co.us
Mary Lou LaCouture	DoIT	marylou.lacouture@state.co.us
Ken Johnson	DOL	ken.johnson@state.co.us
Carrie Olgeirson	DOL	carrie.olgeirson@state.co.us
Alan Reiners	Judicial	alan.reiners@judicial.state.co.us
Danny Parks	OIT	daniel.parks@state.co.us
John Conley	OIT	john.conley@state.co.us
Travis Schack (via phone)	OSC	travis.schack@state.co.us

### *Via Phone:*

Kathy Olivas (via phone)	DoIT	kathy.olivas@state.co.us
Dave Lanty (via phone)	DOLA	dave.lanty@state.co.us
Gina Fugazzi (via phone)	CDHS	gina.fugazzi@state.co.us
Casey Atchison (via phone)	CDLE	casey.Atchison@state.co.us

### *Vendors:*

Dan Owens	ISC	dowens@isccorp.net
Mike Harner	ISC	mharner@isccorp.net
Leonard Lane	ISC	leonard@isccorp.net
Wendy Melcher	ISC	wmelcher@isccorp.net
Cynthia Diaz	Cisco	cydiaz@cisco.com
Darren Duerksen	Cisco	dduerkse@cisco.com

## Welcome and Introduction of Danny Parks

Mary Lou opened the meeting and introduced Danny Parks as the new CICN Project Manager. Introductions were made around the room and on the phone

## Project Status

Project status is Green

### Task Order 1

- Currently starting to work on Task Order 1
- After installing the Core Network, first test site will be 1580 Logan, 2<sup>nd</sup> floor
  - Will be doing DoIT and OIT only

- No other agencies at that location at this time; they will be added on later
- Task Order 1 also includes the Governor's Mansion and the Historical Society

#### Task Order 2

- Proceeding with the CDLE call center
- Equipment is already being received

#### Task Order 3

- Working on determining the next group to be implemented
- Will probably consist of 4 to 6 entities.
- Reminder: Please complete the Agency Survey form so that we don't inadvertently schedule your agency during a busy or difficult time!

### **ISC and Cisco Presentation**

Dan Owens, ISC Inc. and Darren Duerksen gave a presentation that included an overview of ISC (who they are, their project management philosophy, etc.) as well as the CICN project.

From Dan's presentation:

- One goal is to have customer satisfaction and in making the customer less stressed
- ISC has a concentrated project team that consists of Project Manager, Account Executive, Lead Engineer and additional engineers as required.
  - They will also engage and manage subcontractors as required such as NICE, Spanlink, Cisco and IEX
- Voice Mail on the new phones: will have a button to push and get voice mail and will have redundant and fail-over modes

Darren provided an overview of CICN, VoIP, IP Telephony, IP Communication and various components within them.

Dan Owens mentioned that ISC and Cisco are committed to any training for everyone or any issues that may arise. They are available to meet with a group of technical people to discuss issues. Send your request to the CICN e-mail address.

Wendy Melcher mentioned that their Communication Engineers and Cisco technicians are available for questions.

### **Review of Open Action Items**

See below

### **New Documentation and Resources**

Equipment Guidelines

- A copy of the Equipment Guidelines was sent by Todd Olson (DoIT Division Director) to the agency CIO's and others.
- A copy can also be found on the CICN website

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

- A CICN mailbox has been built and will be used to send and receive information related to this project.

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

- A CICN website has been created and will be used to post information about the project.
- The website currently includes such documentation as the Equipment Guidelines, How to Participate in the Project, and User Group meeting notes.
- The End-User Webinar is accessible from the website

- The website will be updated as often as possible

#### DoIT Booth at CIMA

- DoIT will have a booth at CIMA this fall that will include some of the phones to be installed
  - Phones will be working courtesy of ISC and Cisco

#### **Questions and Answers** (from the presentation and meeting in general)

*Question:* Who will get Statement of Work?

*Answer:* Agency will get a copy of the Statement and it should also be out there on the Dashboard.

*Question:* Water Conservation has discussed the Task Orders and whom they need to contact to get on the list. Possibly add 1580 Logan, 7<sup>th</sup> floor, Dept of Education to Task Order 1?

*Answer:* Task Orders will be worked on in parallel and so they don't interrupt the flow of business. Mary Lou LaCouture will contact Water Conservation to discuss their needs.

*Question:* Phases...who is in what phase?

*Answer:* Phase I is for the Capitol Complex (303-866 numbers). Each Task Order within Phase I is laid out by location. CDLE is its own Task Order site. As each Task Order is finished it will be signed off. Each Task Order will be different because they are site and customer specific. Darren Duerksen suggested contacting a team member as soon as possible if you want to participate

*Question:* Is DoIT going to be managing the LAN?

*Answer:* Not necessarily. DoIT will manage the Voice Application and any LANs that they are currently responsible for administering.

*Question:* What happens budget wise on the line charge?

*Answer:* As of today, the "Truth in Rate" charge for extensions, voice mail, call center agents and IVR ports has not changed.

*Question:* What happens when a line crosses a LATA? For example, CenturyTel?

*Answer:* Will work site by site. The CICN team is aware of cross LATA issues. Any issue can be tested before a Statement of Work is written. VoIP applications are being transported across the LATA on the MNT today by agencies such as DOC and DOW.

#### **User Group Meeting Schedule / Next Meeting**

Meetings are held the last Wednesday of each month. The next meeting will be held on 11/28/07.

ID	Action Item	Owner	Status	Date Entered	Planned Completion	Comments
1	Provide Haishan with copy of CHS surveys	Mary Lou LaCouture	Closed	8/29/2007	9/26/2007	
2	Prepare a summary of the contract (who is involved, what, etc.)	Mary Lou LaCouture and Lisa Stanford	Closed	8/29/2007		Information is found in "Contract Participation" document located on CICN website
3	Provide Dedrick with dates that will work well and not work for agency implementations	User Group	Closed	8/29/2007		See Item 11 below
4	Look at distribution list to make sure the right people from your agency are invited to the User Group meetings	User Group	Open	8/29/2007		
5	Leif and Larry to provide Mary Lou with a copy of Lessons Learned from their recent implementations	Leif Vinson & Larry Kelley	Open	8/29/2007	11/16/07	
6	Jose to provide Mary Lou with a copy of Higher Ed's recent cat 5 v cat 6 study	Jose Valdes	Closed	8/29/2007	8/30/2007	
7	Document policies - what will remain the same and what will change	Danny Parks	Open	9/26/2007		
8	Arrange to have ISC speak to DOL regarding their specific questions and needs.	John Conley	Closed	9/26/2007	11/17/2007	
9	Provide a list of equipment recommendations to the Users Group	Jill Elggren	Closed	9/26/2007	As soon as available	Information is found in "Contract Participation" document located on CICN website. In addition, Todd Olson sent the document to agency CIO's and others
10	Provide copy of "Convergence is Real", a white paper co-authored by Jose Valdes	Mary Lou LaCouture	Closed	9/26/2007	9/30/2007	Posted on CICN website
11	Complete "Customer Implementation Survey" and send to jill.elggren@state.co.us	All User Group Members	Open	9/26/2007		To date, only 10 surveys have been returned. This will remain open as the surveys help the team determine the least disruptive time to implement agencies
12	Submit list of specific questions for ISC to Mary Lou LaCouture prior to next Users meeting	All, as applicable	Closed	9/26/2007	10/22/2007	ISC and Cisco gave a presentation on 10/31/07
13	Contact Chris Edmundson regarding inclusion of Education users from 1580 Logan in TO#1 Test Site implementation	Mary Lou LaCouture	Closed	10/31/07	11/17/07	DOE's 1580 Logan location has been added to Task Order 1
14	Commitment of ISC & Cisco to conduct, as requested, trainings in required areas of concern	Dan Owens & Darren Duerksen	Open	10/31/07		
15	Commitment of ISC & Cisco to conduct, as requested, technical trainings in separate meetings	Dan Owens & Darren Duerksen	Open	10/31/07		
16	Potential establishment of a Users Group or subgroup focused on Call Centers	Mary Lou LaCouture	Open	10/31/07		
17	Develop Strategic Vision of CICN on Phase I and full statewide basis	Project Team	Open	10/31/07		
18	Large drawing with "clusters" shown, e.g., Pueblo, Grand Junction	Dan Owens	Open	10/31/07		
19	Contact Water Conservation to discuss being added to a Task Order	Mary Lou LaCouture	Closed	10/31/07	11/02/07	Water Conservation Board will be moving to VoIP as part of DNR's Call Manager