



User's Group Meeting Notes

Meeting Date and Time: March 26, 2008, 1:00 p.m. - 3:00 p.m.

Attendees

Name	Agency	Email Address
Bill Lafferty	CDLE	william.lafferty@state.co.us
Casey Atchison	CDLE	casey.Atchison@state.co.us
D. Mondragon	CSP	debbie.mondragon@cdps.state.co.us
Josh Napper	CSP	josh.napper@cdps.state.co.us
K. Duncan	CSP	kaylynn.duncan@cdps.state.co.us
K. Haugher	CSP	kendall.hauger@cdps.state.co.us
Lynnette Stieb	CSP	lynnette.stieb@cdps.state.co.us
Russ Shugart	CSP	russ.shugart@cdps.state.co.us
S. Roybal	CSP	stephanie.roybal@cdps.state.co.us
Daniel Teyf	DoAG	daniel.teyf@ag.state.co.us
Ron Mann	DoAG	ron.mann@ag.state.co.us
Dave Growley	DoIT	dave.growley@state.co.us
Jill Elggren	DoIT	jill.elggren@state.co.us
Mary Lou LaCouture	DoIT	marylou.lacouture@state.co.us
Carrie Olgeirson	DOL	carrie.olgeirson@state.co.us
Larry C. Kelley	DOW	larry.kelley@state.co.us
George Brown	HCPF	george.brown@state.co.us
Danny Parks	OIT	daniel.parks@state.co.us

Project Team Vendor Partners:

Cynthia Diaz	Cisco	cydiaz@cisco.com
Darren Duerksen	Cisco	dduerkse@cisco.com
Tammy Neuhaus	Cisco	tneuhaus@cisco.com
Dan Owens	ISC	dowens@iscorp.net
Wendy Melcher	ISC	wmelcher@iscorp.net
Bruce E. Shaver	Spanlink	
Mike Branam	Spanlink	

Via Phone:

Gina Fugazzi (via phone)	CDHS	gina.fugazzi@state.co.us
Greg Cress	CDHS	greg.cress@state.co.us
Oscar Wilde	DOC	oscar.wilde@doc.state.co.us
Leif Vinson	DORA	leif.vinson@dora.state.co.us
Heather Allen	HCPF	heather.allen@state.co.us

Welcome and Introduction by Danny Parks

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

Project Status

Task Order 1

- In the last phases of Phase I
- Fully deployed; two tasks are left - receipt and payment of bill

Task Order 2 – CDLE Storm project

- Green status
- 130 phones deployed on 3/07/08
- Another 100-130 phones will be deployed tomorrow night (3/27/08)
- Will deploy CUB Line in May
- Remainder of Call Center will be deployed in July

Task Order 3 – Grand Junction (State Office Bldg & CBI)

- Green status
- About 90% complete
- New phones will be on the desks on Monday (3/31/08)

Task Order 4

- Most of the project team's effort is currently on this Task Order
- Last 5-6 weeks have been getting the engineering and equipment lists together to create the BOM (Bill of Materials)
- Will go to Procurement next week
- This is a complex Task Order that includes the sites listed below in addition to installing a couple of backbone switches at 1525 Sherman and inventory management tasks:

1341 Sherman – Public Safety

Camp George West

1525 Sherman – Agriculture, Law, DPA, Auditors

225 East 16th Avenue

201 East Colfax – Education

Task Order 5 – CDHS' Forensic Unit in Pueblo

- In the process of including this site as a "net add" to the project
- There is a meeting scheduled for tomorrow (3/27/08) between DoIT and CDHS regarding the paperwork required to add them to the contract

Task Order 6 – Call Center Infrastructure

- Working with Spanlink; will have more information at the next meeting

Post meeting point of clarification: This task order is to develop the call center/IVR infrastructure and install the centralized call center/IVR Applications. Once this is in place, we will begin to address specific agency needs and incorporate those needs with the appropriate Task Orders. Timelines for agency-specific call center deployments are still undetermined, but all agencies will be notified and consulted well in advance in conjunction with the task order creation process and that agencies' participation in the CIGN rollout. If your organization has specific needs or timelines regarding call center/IVR functionality, please contact the CIGN project team immediately so we can be aware of and prioritize your needs accordingly.

Other Activities

- A request was made for the engineering teams to talk with specific technical/business liaisons at the different sites so that we can get a better handle on technical possibilities. We can't have too much data!

A discussion of the capabilities available on call centers/IVR platforms in the CICN environment and the timing of conversions efforts of IVR/Call Center groups, followed. The group suggested further meetings around these topics.

Questions from Meeting Participants:

- Daniel Teyf, Agriculture, stated they have 3 phones in Palisade and was wondering if they could piggyback on the Grand Junction implementation. He will see if they can have someone on site on Monday (3/31) so the project team can look at the site and determine if this is possible. Daniel will get the name of the person to Mary Lou LaCouture.
- Russ Shugart, Public Safety, asked if the Kipling campus was on the radar for implementation. It is. But it is a large campus and the project team needs to evaluate the requirements. The team may be able to take a look in the next 60 days and convert the Kipling campus in the next 12 months but these are rough dates only and should not be relied upon.

Call Center Presentation

Dan Owens gave a brief overview of ISC and Spanlink and their role on the project. ISC has brought Spanlink into the project because of their expertise on call centers.

Bruce Shaver, Voice Solutions Group manager at Spanlink gave a presentation on Spanlink's experience on call centers and related applications they have implemented

- Currently working with CDLE on their implementation (Task Order 2)
- Has done self-service applications for Minnesota's Division of Revenue (state income tax, address change voice forms, 1099G), Lottery hotline; South Carolina's DMV and others
- Is working with the State of Colorado
 - CDOT on a 511 application for road conditions
 - Emergency notification system for state facilities
 - Entry permit for the Animal Industry Division
 - DFP – Collections

Questions and Answers

- Can people order materials and pay for them using their phone and pay for it using their credit card without having to speak with a person?
This service can be provided but it is not part of the CICN project; this would be a new application. We must first migrate over existing applications before we can begin to add new applications/services.
- Does the system include reporting capabilities?
Yes. Every prompt is written into the reporting server unless specifically excluded.
- What is the operating environment of the reporting server?
The reporting server runs on a Windows environment but can run on Linux. The reporting servers are not like file servers; they are actually more like appliances with a hardened operating system.
- Is there a list of features and capabilities that can be taken back to the agencies and their users?

First it is important to remember that the costs for this implementation were based on “like for like” and agencies will be outfitted to address the requirements they currently meet. However, an outcome of CICN is the target of building the solution on a bigger, better platform upon which we can craft new applications in the future. We don’t yet know and won’t know for some time how the addition of new applications would affect rates.

- Wouldn't having a list of features and capabilities for future prevent purchasing duplicate services like video conferencing, when they don't know it might be available?

There are a couple of processes in place to prevent this from occurring:

- OIT must review all IT spend of \$10,000 or greater; this includes grants
- New feature-functionality capabilities will be discussed on an individual department basis during the task order creation and scope-of-work process.

Providing a list of all the features the system could possibly provide has not been as helpful as having a discussion about the business requirements or problem that needs to be solved. We can then look to see if the system can meet that need.

The RFP includes all of the “things” we can do today plus includes long term capabilities. It is a public record and will be made available to the users group.

- When will the project team visit the agencies and their call centers and see what they have?

The purpose of Task Order 6 is to build the call center platform. The information we have on existing call centers has been provided to Spanlink to start processing it. Meetings will be scheduled with agencies with call centers to validate the existing data. These meetings will occur months in advance of agency call center implementation; some meetings may begin within the next 60 days.

- Is what the call centers have today going to be what they get in the implementation?

Yes, what call centers have today is what agencies will get in the implementation. Any requests for new call center services and applications can be discussed now (and we encourage you to do so) but it is unlikely these requests can be acted on until after all agencies are implemented to the original plan.

PLEASE NOTE: We recognize that many of you are trying to plan for the future and would like to have more specific information than we can currently give you on timelines, services and whether or not there will be increased costs. The RFP and project were structured to replace the existing technology with newer technology and to implement agencies with “like for like” services. We are very limited in our ability to provide additional and/or new services until we complete the initial conversion of existing services. These needs and wish lists should, however, be part of the discussions the project team has with your or your agency as we develop task orders.

A brief discussion was held regarding developing a call center user's group. This may be further addressed at the next CICN User's Group meeting.

User Group Meeting Schedule / Next Meeting

Meetings are held the last Wednesday of each month. The next meeting will be held on 4/30/08.

CICN Information/New Documentation and Resources

CICN Mailbox - cicn@state.co.us

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