



# Users' Group Meeting Notes

**Meeting Date and Time: September 26, 2007 1:00 p.m. – 3:00 p.m.**

## Attendees

<b>Name</b>	<b>Agency</b>	<b>Email Address</b>
Gina Fugazzi (via phone)	CDHS	genevieve.fugazzi@state.co.us
Robynn Tripp (via phone)	CDHS	robynn.tripp@state.co.us
Casey Atchison	CDLE	casey.Atchison@state.co.us
James Chastain	CDLE	james.chastain@state.co.us
Dave Growley	CDLE	dave.growley@state.co.us
Rich Helton	CDLE	rich.helton@state.co.us
Danny Parks	CDLE	daniel.parks@state.co.us
Fred Sandoval	CDLE	fred.sandoval@state.co.us
Thom Rivera (via phone)	CDOT	thomas.rivera@dot.state.co.us
Larry Kelley	CDOW	larry.kelley@state.co.us
Charlie Boyle	CDPS	charles.boyle@cdps.state.co.us
Doug Landin	CDPS	doug.landin@cdps.state.co.us
Jose Valdes (via phone)	CSU	jose.valdes@colostate.edu
Phil Green	DNR	phil.green@state.co.us
Jill Elggren	DoIT	jill.elggren@state.co.us
Audrey Fierro (via phone)	DoIT	audrey.fierro@state.co.us
Aminah Patterson	DoIT	aminah.patterson@state.co.us
Mary Lou LaCouture	DoIT	marylou.lacouture@state.co.us
Tammy Woodhouse	DoIT	tammy.woodhouse@state.co.us
Ken Johnson	DOL	ken.johnson@state.co.us
Carrie Olgeirson	DOL	carrie.olgeirson@state.co.us
Heather Allen (via phone)	HCPF	heather.allen@state.co.us
Travis Schack	OSC	travis.schack@state.co.us
John Conley	OIT	john.conley@state.co.us

## Sign In Sheet

We are working on developing a more current CICN Users Group distribution list. Meeting participants were asked to provide names of additional personnel they think should be included in or deleted from the CICN User Group distribution list.

## Project Overview from John Conley and Mary Lou LaCouture

Key points from John:

- This is a technology infrastructure refresh project – it is not a technical project
- All organizations can participate in VoIP
  - We want to leverage the knowledge and experiences of existing VoIP agencies
  - We would like to know from interested agencies what type of communication they need from us and the best forum in which to deliver it
- It is expected that this solution will increase services and lower cost
  - This is a reliable, proven technology

Key points from Mary Lou:

- Although every site on the Capitol Complex is included in phase I of the CICN project, not every agency is necessarily included
  - Includes building locations with an 866-prefix, Fort Logan, 690 Kipling, Camp George West and the Governor's Mansion
- The Phase I implementation will be done via task orders
  - Task Order 1
    - Core Network (install infrastructure equipment)
    - West 2nd Avenue
    - Historical Society
    - Governor's Mansion
  - Task Order 2
    - CDLE Call Center (Storm Project)
  - Task Order 3
    - Agencies and sites to be determined
    - Work on developing this task order will be done in parallel with implementation of Task Order 1
  - Additional task orders to be determined
- Agencies not included in Phase I are Department of Corrections, CDOT and the Division of Wildlife
- The contract with ISC allows for agencies who are not supported by DoIT telecommunications to participate by way of a contract amendment
  - For example, this is how CDLE is participating
  - HCPF is looking to use the contract to implement VoIP in their new forensics unit in Pueblo
  - The terms and conditions, payment schedule and remedies are already addressed in the contract and thus agencies can concentrate on their unique statement of work
  - ISC has a proven performance record
  - Grand Junction will be added to the VoIP infrastructure when it makes sense to do so
    - DOC is in the process of implementing a Nortel VoIP solution. Integration of the DOC and DoIT VoIP systems will be tested in Grand Junction
- The contract provides great pricing to the state for the first year:
  - 50% off equipment
  - 5% trade in
- ISC will attend the next meeting to provide some company information, discuss the CICN equipment. Please provide Mary Lou with specific questions in advance of the meeting so that ISC can be prepared
- Site surveys were completed several months ago. Site surveys will be repeated prior to implementation to ensure we have accurate, up-to-date information.

### **Customer Implementation Survey**

Dedrick Smith passed out a Customer Implementation Survey designed to

- Gather information on agency busy and ideal timeframes for implementation
- Major agency issues
- Types of questions the agencies are asking

### **Initial Questions and Concerns**

John asked participants to complete the form and discuss the initial concerns.

*Note: not all questions or concerns could be addressed at the meeting and some of the initial "answers" are brainstorming thoughts and not intended to be hard and fast answers.*

- Security
  - Will encryption be included?
    - This is still being worked out. Travis Schack stated that the Office of Cyber Security (OSC) is looking at perimeter controls at different layers and how to implement security without degrading service.
    - The security solution will be layered to encompass both preventative measures and intrusion detection
    - The Voice over IP Security Alliance's website ([www.voippsa.org](http://www.voippsa.org)) has information that meeting participants may be interested in reading
  - What are the retention policies?
    - Mary Lou reported that the retention policy will be the same as it is today. That is, that data necessary for billing will be retained. Voice mail is backed up but messages drop off after a period of time
      - We will be positioned for unified communications once CICN is fully implemented; this issue will have to be re-addressed when the state moves to that next step.
  - What are the security policies?
    - At some level, security policies will be left up to the agencies. Statewide policies are under development
  - Will security be open standards so we can converge systems at a later date?
    - This project needs to be mindful of OSC standards before we go into deployment
- Infrastructure
  - Is there an example of what the infrastructure will look like?
    - This is a good question to ask ISC at the next meeting
  - How do we know if future purchases will be compatible? What can we purchase now?
    - We are working on providing equipment guidelines and hope to be able to provide a list prior to CIMA
    - The contract allows agencies to speak directly to ISC about their specific needs
- Voice Messaging Systems
  - Will there be only one voice message system for the Capitol Complex or can different systems be used?
    - The CICN plan has only one voice message system
- Agency Organization and Rights
  - Will agencies have administrative rights to manage the equipment?
    - It depends on the equipment, for example yes if LAN gear, but not necessarily if call manager. Access is very granular; the appropriate access will be given to the right people in order for them to fulfill their work functions.
  - What level of admin access will be given to vendors and outside agencies (e.g. DoIT)?

- How should support roles and responsibilities be set up in agencies? Will the majority of support be external or internal? How should agencies be set up organizationally for support?
- For agencies who join into the contract, part of the answer lies in the RFP. The RFP lays out three different support levels that can be selected: 1- ISC NOC, 2 – Monitoring, and 3 – Maintenance.
  - Note: this customization is only available to non “Core” agencies; the level of maintenance is pre-defined for agencies already receiving DoIT telecommunication services.
- VoIP Projects
  - Have other state agencies gone through a similar implementation and can we learn from them?
    - Yes – Texas, Arizona and Utah
    - Technology is not the issue with this project; culture is the challenge. Mary Lou is looking at lessons learned to see how these states resolved that issue
- Site Surveys
  - Is there a project plan for site surveys?
    - Site surveys will be coordinated with the task orders. Agencies will be notified as soon as dates are scheduled for their locations.
- Compatibility with Existing Conference Phone Sets
  - Cisco has phone sets using SIP (Session Initiation Protocol) that cannot support Polycom or other sets.
    - We will need to verify if this is true. We will be installing version 6 which may provide compatibility.

### **Communication Methods**

John asked the group what type of communication would be helpful to them such as town halls at the agencies, meetings at the sites to address agency-specific issues. The group indicated this is of interest and would like separate IT technical personnel and end-user meetings

### **General Implementation Notes**

Implementations are planned to begin on Friday evenings and work will continue over the weekend so that customers can use their phones when they come to work Monday morning. There will be a 30 day production period to fine tune the implementation, fix any problems, etc. If after 30 days both DoIT and the agency are satisfied that every thing works as expected, the site will transition into a standard operational mode.

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

Meetings are held the last Wednesday of each month. The next meeting will be held on 10/31/07.

## ACTION ITEMS

Line No.	Description	Assigned To	Date Assigned	Due Date	Status
1.	<del>Provide Haishan with copy of CHS surveys</del>	Mary Lou LaCouture	8/29/07	9/26/07	Closed
2.	Prepare a summary of the contract (who is involved, what, etc.)	Mary Lou LaCouture and Lisa Stanford	8/29/07		Open
3.	<del>Provide Dedrick with dates that will work well and not work for agency implementations</del>	User Group	8/29/07	See Item 11 below	Closed
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.	<del>Jose to provide Mary Lou with a copy of Higher Ed's recent cat 5 v cat 6 study</del>	Jose Valdes	8/29/07	8/30/07	Closed
7.	Document policies – what will remain the same and what will change	Project Mgr?	9/26/07		Open
8.	Arrange to have ISC speak to DOL regarding their specific questions and needs.	John Conley	9/26/07	11/17/07	Open
9.	Provide a list of equipment recommendations to the Users Group	Jill Elggren	9/26/07	As soon as available	Open
10.	<del>Provide copy of "Convergence is Real", a white paper co-authored by Jose Valdes</del>	Mary Lou LaCouture	9/26/07	9/30/07	Closed
11.	Complete "Customer Implementation Survey" and send to jill.elggren@state.co.us	All User Group Members	9/26/07		Open
12.	Submit list of specific questions for ISC to Mary Lou LaCouture prior to next Users meeting	All, as applicable	9/26/07	10/22/07??	Open