



Users Group Meeting Notes

Meeting Date and Time: April 30, 2008, 1:00 p.m. – 2:45 p.m.

Attendees

Name	Agency	Email Address
Belinda Waters	CDHS	belinda.waters@state.co.us
Shirley Zabawa	CDHS	shirley.zabawa@state.co.us
Bill Lafferty	CDLE	william.lafferty@state.co.us
Fred Sandoval	CDLE	fred.sandoval@state.co.us
Charlie Boyle	CSP	charles.boyle@cdps.state.co.us
Russ Shugart	CSP	russ.shugart@cdps.state.co.us
Daniel Teyf	DoAG	daniel.teyf@ag.state.co.us
Ron Mann	DoAG	ron.mann@ag.state.co.us
Jill Elggren	DoIT	jill.elggren@state.co.us
Mary Lou LaCouture	DoIT	marylou.lacouture@state.co.us
George Brown	HCPF	george.brown@state.co.us
Danny Parks	OIT	daniel.parks@state.co.us
<i>Project Team Vendor Partners:</i>		
Tammy Neuhaus	Cisco	tneuhaus@cisco.com
Wendy Melcher	ISC	wmelcher@iscorp.net
<i>Via Phone:</i>		
Gina Fugazzi	CDHS	gina.fugazzi@state.co.us
Chris Edmundson	DOE	edmundson_c@cde.state.co.us
Rich Morris	HCPF	rich.morris@state.co.us

Welcome and Introduction by Danny Parks

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

Project Status

Task Order 1

- Complete

Task Order 2 (Storm – CDLE)

- On going

Task Order 3 (Grand Junction)

- Complete except for one ATM interface and final paperwork

Task Order 4

- Bulk of time is being spent on this task order, which includes sites, inventory true-up, and network infrastructure work.

- Sites are: 201 E Colfax (Education), 225 E 16th Avenue (HCPF, Auditors, Historical Society), 1341 Sherman (Public Safety), 1525 Sherman (Attorney General, Law, DPA, Auditors), and Camp George West (Corrections, Local Affairs, Public Safety)
- A lot of time was spent over the last month on procurement activities and leasing documents
- Later next week, the project will be able to start talking about specific deployment activities, work on the Bat files, etc.
- Expect to start talking with the affected agencies in the next two weeks

Task Order 5 (CDHS Forensic Unit in Pueblo)

- This is an add-on to the contract
- Just completed getting the paperwork through all of the processes

Task Oder 6 (Call Center Infrastructure)

- Discussion will be deferred until after Bill Lafferty's presentation

CDLE Storm Project Presentation

Bill Lafferty, Manager of CDLE's Call Center Operations Unit, gave a presentation on STORM (Strategic Telephony Recovery Mission). This is a project to replace their existing Genesis products with the VoIP solution selected by DoIT.

Anyone with questions about the project can contact Bill at 303.318.9399 or william.lafferty@state.co.us. Anyone with technical questions about the project or implementation can contact Fred Sandoval at 303.318.8360 or fred.sandoval@state.co.us

Call Center/IVR Process

CDLE's call center is a "stand alone." DoIT hosts the call center for its customers. We need to validate what you have today and your needs.

- Mary Lou has a matrix of agencies using Call Centers/IVR technology that is being used to help develop the infrastructure. This matrix also lists our call center/IVR contacts (typically a business manager and not technical personnel)
- Validation of existing call center information will start with having the call center/IVR contacts complete a questionnaire that Mary Lou will send (draft is attached)
- These contacts will be invited to participate in a CICN sub group to talk specifically about call centers
 - If you are not one of our call center/IVR contacts but would like to be, send an email to the CICN mailbox (cicn@state.co.us)

Upcoming Task Orders

Danny has some rough dates on upcoming task orders but they don't take into account agency variables such as inconvenient time periods for implementation, moves, etc. The following schedule is being provided to start that conversation. **This information should not be considered as a cast-in-concrete commitment, rather as a dynamic schedule that will be adjusted. Contact Danny if this schedule is problematic:**

DRAFT TASK ORDER SCHEDULE	
Task Order	Anticipated Timeframes
TO #5 – Forensics Hospital	May – December 2008
TO #6 – Statewide Call (Contact) Center	July – October 2008
Contract Amendment	Background
TO #7 – North Campus, 1570 Grant, 1560	August – November 2008

DRAFT TASK ORDER SCHEDULE	
Task Order	Anticipated Timeframes
Broadway	
TO #8 – CDHS (1575 Sherman and Vocational Rehabilitation)	September – December 2008
TO #9 – 633 17th Street (CDLE & DPA)	October 2008 – March 2009
TO #10 – 1375 Sherman & 1313 Sherman	November – December 2008
TO #11 – Kipling Complex	December 2008 – March 2009
TO #12 – Ft. Logan	January 2009 – April 2009
TO #13 – Legislative Services & State Capitol	February 2009 – June 2009
TO #14 – Miscellaneous & Clean Up	March – December 2009

Because the kick off meetings are specific to an agency, individual task order kick off meetings will be held. In other words, even when multiple agencies are included in a task order, a separate kickoff meeting will be held with each agency.

Requests for Topics for the May CICN User’s Group Meeting

It was suggested that there be a presentation on the overall CICN architecture.

Note: Although CICN runs across the MNT (the state’s wide area network), the future of MNT is not within scope for this project.

Meeting Handout

Draft of Call Center Questionnaire (attached)

User Group Meeting Schedule / Next Meeting

Meetings are held the last Wednesday of each month. The next meeting will be held on 5/28/08

CICN Information/New Documentation and Resources

CICN Mailbox - cicn@state.co.us

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



**CICN Customer Questionnaire
Call Center & Interactive Voice Response (IVR) Applications**

Agency:	
Agency Representative:	
Contact Information:	

DRAFT

- 1.) Does your agency currently utilize an IVR application?

- 2.) Does your agency have plans or business requirements to develop and use an IVR application in the near future, 12 to 18 months?

- 3.) Is your agency using an IVR application that routes phone calls into a Call Center? (This is also known as an IVR front-end.)

- 4.) How many IVR ports are currently assigned to your application?

- 5.) Does your IVR application contain a Self-Service Application?

- 6.) Does your IVR application utilize a "Text to Speech" function?

- 7.) Are Audio Forms part of your current IVR application?

8.) Is Speech Recognition a feature of your IVR application?

9.) Does your agency use Call Center agents that log in to and out of a hunt group in order to answer phone calls? If so, how many total agents do you have? Of this total, how many agents would be logged into the system at any given time?

10.) Does your agency utilize multiple hunt groups for call center agents? If so, how many hunt groups are used?

11.) Call Center applications can utilize many reporting features, does your agency currently use any of the reports available from the CMS system? If so, please provide a list of the reports used.

12.) Does your call center operate during normal business hours, extended business hours, multiple shifts, or 24 x 7? Please explain?

13.) Do you use call "Queing" in your call center application?

14.) Does your application use ACD – Automatic Call Distribution?

15.) Does your agency use an Automated Attendant?

16.) Is there any other information about your Call Center or IVR application that you would like us to know? Such as plans for expansion, anticipation