



Users' Group Meeting Notes

Meeting Date and Time: November 28, 2007 1:00 p.m. - 3:00 p.m.

Facilitator: Danny Parks, PMP

Attendees

Name	Agency	Email Address
Casey Atchison	CDLE	casey.atchison@state.co.us
Kevin Rolfe	CDPHE	kevin.rolfe@state.co.us
Peggy Lewis	CDPHE	peggy.lewis@state.co.us
Charlie Boyle	CDPS	charles.boyle@cdps.state.co.us
Russ Shugart	CDPS	russ.shugart@cdps.state.co.us
Dave Growley	DoIT	dave.growley@state.co.us
Frank White	DoIT	frank.white@state.co.us
Jill Elggren	DoIT	jill.elggren@state.co.us
Mary Lou LaCouture	DoIT	marylou.lacouture@state.co.us
Carol McDonald	DOL	carol.mcdonald@state.co.us
Carrie Olgeirson	DOL	carrie.olgeirson@state.co.us
Ken Johnson	DOL	ken.johnson@state.co.us
Danny Parks	OIT	daniel.parks@state.co.us
<i>Via Phone:</i>		
Greg Cress	CDHS	greg.cress@state.co.us
Thom Rivera	CDOT	thomas.rivera@dot.state.co.us
HaiShan Ellis	CHS	haishan.ellis@chs.state.co.us
Chris Edmundson	DOE	chris.edmundson@cde.state.co.us
Heather Allen	HCPF	heather.allen@state.co.us
Rich Morris	HCPF	rich.morris@state.co.us
<i>Vendors:</i>		
Dan Owens	ISC	dowens@iscorp.net

Welcome and Introduction of Danny Parks

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

Project Status

Project status is Green

- Begun tracking of accomplishments on Task Orders
- This is one of the largest general accomplishments to be undertaken
- Have begun monthly reporting to the EGC (Executive Governance Council).
 - Reporting to 3 executives from DPA and 3 from CDLE, as well as visitors from additional EGCs.
 - First EGC meeting was this morning (11/28/2007)
 - Second is scheduled for 12/20/2007

Question: Will there be a template of some sort to recheck a site or add a new site so that we will know the right questions to ask

Answer: Will look into and see what can be done. ?

Additional Input: Yes, there has been a series of survey and communications templates built to recheck a site. Addition of an entirely new site is governed by the structure of the contract, where templates for procurement/contract documents, as well as the technical templates, have been provided.

Task Order 1

- DoIT no longer occupies space at W. 2nd Avenue and has moved to 1580 Logan, 2nd Floor with OIT. This will be the first site to be implemented.
- Will be adding the CDE personnel located at 1580 Logan (small group) to Task Order 1.
- Additional Input – Treasury group at 1580 Logan also will be added.
- 1525 Sherman (core) gear has been staged for the site. The power will also be done by the end of the week. Testing should begin next week and then turn on should be possible. Off the original schedule by a week.
- Expect to implement 1580 Logan, Historical Society and Governor's Mansion by the last part of January. This is on schedule.

Task Order 2

- Proceeding with the CDLE Storm call center out of the Unemployment Insurance Division
- Subcontractors, NICE, Spanlink, Cisco and IEX, working on the call center
- Working on the security issues

Task Order 3

- Identified a list of preliminary sites for this Task Order. This is an agenda item for the project team's bi-weekly meeting tomorrow.
- Additional Information – Sites are 225 E 16th Ave, 1341 Sherman, Camp George West, 201 E Colfax
- Additional Information – Task Order 3 will be re-sequenced to be TO#4. TO#3 will be a new CBI facility in Grand Junction.

Additional Information

Task Order 4 – Will be the previous TO#3

DoIT sponsored a booth at CIMA. Thanks to ISC and Cisco, we were able to demonstrate working models of the IP phones to be installed. Thanks to Jill Elggren for her work putting the booth together

Project documentation

- Need to address training, client phones and communications
 - Additional Information – substantially enhanced
- 1525 Sherman and 690 Kipling. Need to get this portion completed
 - Additional information - Completed
- Changed order from W. 2nd to 1580 Logan. Need to start project paperwork
 - Additional Information - Completed
- Wiring for the Governor's Mansion has begun
 - Additional Information - Completed
- A meeting is scheduled for December 12th with the Historical Society. Keeping in touch with HaiShan Ellis to make sure ducks stay in a row
- Need to start the next level of planning and scheduling

- Meeting set for December 6th to align with the MNT policies and procedures along with CICN
- Any changes can be sent to the CICN mailbox (cicn@state.co.us)

Review of Open Action Items

See below

Questions and Answers

Question: CDPHE recently came on board. Deployed IP. Cisco phones already at ~100 phones. They are working on infrastructure backbone. What is the goal of CICN? Will they be able to have 4 or 5 digit numbers? There is a 6509 switch PST out at DoIT. Will it be possible to use 6509 for IP WAN to other agencies?

Answer: This is going to position a statewide dial plan. 6509, now an MNT device, will continue to be used with the MNT. Additional requests for usage of the device should be directed to Network Services/MNT. CDPHE will have PST connectivity. This is not the first issue but as infrastructure is built it will be added. Probably will not be able to do 4 or 5 digit numbers.

Question: Will things be structured as centralized or decentralized? We have a manager and other personnel on site who handle issues. Who will be handling troubleshooting issues?

Answer: A "Network Services" group, which may be broader than the current NS group, from DoIT will handle the troubleshooting issues. The State is moving to a more centralized phone system.

Question: CDPHE -If more equipment is needed, they assume OIT still needs to approve. CDPHE has a 2800 router, 6 T1 PRIs to new gateway. They have a new domain structure.

Answer: OIT approval rules remain in force. The more technical you want to get the deeper the discussion will need to be. Contact Dan Owens...Dan said he can then have the proper person contact them. (General discussion on what CDPHE has and is running. Concerned with voice data being secure)

Question: DOHS - Regarding action item #18 blueprint drawing. Greg Cress is working with customers in his area to get documents together to discuss. They have a meeting scheduled for December 5th for a demonstration.

Answer: Suggested maybe other customers in the area can also attend the meeting. Contact Dan Owens to discuss the possibility of combining the meeting.

Question: Meetings are currently set for once a month, 2-1/2 hours. Generally get the meeting covered in about 48 minutes. Change the length to 1 or 1-1/2 hours? Maybe get some feedback from the members for agenda items?

Answer: Suggested a new invite be sent out and a new distribution list created. Everyone would need to wipe out what is on their calendars now. The new invite would be coming from the CICN mailbox. (Completed)

Mary Lou suggested that the next meeting the call center be discussed.

Jill suggested maybe having standard agenda items. Danny suggested maybe having one be a status (readout) of where the group is at in their thinking.

Future Meetings will be 1 ½ hours in duration, include status, and include an item selected by the group at the previous meeting.

Question: Call center brings up all kinds of questions. Like E911. How does it work? IP phones? Technical issues? IVR features? Maybe answer next meeting?

Answer: Gives us an idea of what we need to be discussing. Maybe even have some type of start-up kit.

Question: Suggested maybe having a demo on emergency responders? Cisco demo?

Answer: This is a possibility. Need to educate everyone on what is needed for E911. Where should they be located?

Question: 4.2 Unity voice mail? Site administrators as well as sub-administrators? Cisco rep more for Unity than Call Manager?

Answer: Each site will be stand alone specific. Unity administration typically will not be an issue. This issue can be addressed one-on-one or as a group.

Question: Task orders going on plan. Do we need a sub group of participants to come up with a dial plan?

Answer: Already on the list. (Discussion regarding dial plan and leaving phone numbers at cube. Numbers will not be moved just because a person moves. Discussion on policy for E911)

Question: Will the information go out in some kind of packet?

Answer: No. Information needs to pertain to each site. We need to see what they have and go from there.

Additional Information – a Client/Site Package is being developed.

Question: Assigning DID numbers. Need help on how and where (?) to assign.

Answer: Telecom can help. Were DID numbers gotten in blocks and sequential?

Answer: Yes.

Upcoming Seminar

Cisco is having a daylong seminar re: "Next Generation". The URL will be sent to everyone.

User Group Meeting Schedule / Next Meeting

The December meeting will be cancelled since it is the day after Christmas.

Meetings are held the last Wednesday of each month. The next meeting will be held on 1/30/08.

CICN Information/New Documentation and Resources

CICN Mailbox - cicn@state.co.us

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

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		On the shoulders of everyone. If you need to make changes use the CICN e-mail.
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	Mary Lou does not have yet.
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		Working on. Meeting set for 12/6 to discuss with policy makers.
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. Ongoing – important to understand questions on survey. The form is on the website.
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		Ongoing. Commitments by vendors. No requests yet from anyone. They will provide one-on-one conversation with their engineers. Contact Danny.
15	Commitment of ISC & Cisco to conduct, as requested, technical trainings in separate meetings	Dan Owens & Darren Duerksen	Open	10/31/07		Ongoing. Commitments by vendors. No requests yet from anyone. They will provide one-on-one conversation with their engineers. Contact Danny

ID	Action Item	Owner	Status	Date Entered	Planned Completion	Comments
16	Potential establishment of a Users Group or subgroup focused on Call Centers	Mary Lou LaCouture	Open	10/31/07		Item for January meeting. Maybe set up a smaller sub-group?
17	Develop Strategic Vision of CICN on Phase I and full statewide basis	Project Team	Open	10/31/07		Ongoing. Need to get core going. Need strategic discussions.
18	Large drawing with "clusters" shown, e.g., Pueblo, Grand Junction	Dan Owens	Open	10/31/07		Ongoing. Need to get core going. Need strategic discussions.
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