

**IT INVESTMENT CAPITAL FUND
PROJECT STATUS REPORT**

To: Information Technology Strategy and Investment Committee
John Vittner, Office of Policy & Management

FROM: Leonard Welch - Director, Unified Communications

AGENCY/PROJECT NAME: DAS/BEST – Enterprise Unified Communications

PROJECT MANAGER: David Weathers

REPORTING PERIOD: 02/01/2014 – 06/30/2014

Total Funds Requested: \$ 10,648,872

Bond Commission Approval(s): Date: Jan. 2014 Amount: \$ 7,840,161

Accumulative Total Capital Fund Expenditures to Date: \$2,527,003.99

Brief Project Description/Summary:

The initiative calls for the implementation of an Enterprise Telecommunication system for voice communications and to replace additional obsolete methods of communication throughout the state. In addition, the goal is to establish a foundation to increase productivity and provide resiliency across the Enterprise. The new VoIP telecommunication system will be hosted in the State Data Center, with failover to a backup site located at DESPP in Middletown. Additional tools such as Call Center, Electronic Faxing, Interactive Voice Response, Instant Messaging, Softphone, Mobile VoIP Communication and Video Conferencing are included in the solution and will be implemented on an ongoing basis.

Progress Achieved to Date:

The Unified Communications division of DAS / BEST began deployment of the statewide Enterprise UC / VoIP platform throughout 2013-14. The new platform was designed and tested in 2013 and is currently in operation at DDS, DEEP and the new multi-agency office building at 55 Farmington Avenue. Continued plans are in place to deploy this solution throughout 2014-15 to agencies that currently have older - and manufacturer-discontinued - telephones systems. Plans are currently underway to deploy the system to the new state office building at 450 Columbus Boulevard.

Issues and Risks:

Disaster Recovery for the new Enterprise system will be provided through connectivity to the DESPP site in Middletown. The design and purchase for the failover site has been completed and the implementation and operational timeframe is planned for October 2014. Until the Disaster Recovery site is operational, survivability has been established at each location utilizing current technology.

Next Steps & Project Milestones:

1) Implementation of a Disaster Recovery site located at the DESPP 1111 Country Club Road building. 2) Replace manufacturer-discontinued telephone systems throughout the state, including Secretary of State and Department of Transportation buildings. 3) Design system for new State Office Building at 410-450 Columbus Boulevard.

