

## **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:** Project Inception through 12/31/2014

**Total Funds Requested:** \$ 10,648,872

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

**Accumulative Total Capital Fund Expenditures to Date:** \$5,269,625

### **Brief Project Description/Summary:**

The goal of the initiative is to establish a foundation for the implementation of an Enterprise service that enables cost-savings when compared to maintaining obsolete systems and equipment, increased productivity and collaboration as well as a consistent user experiences across all participating State Agencies.

A new VoIP telecommunication system is hosted in the State Data Center, with failover to a backup site to be located at DESPP in Middletown. Additional Enterprise-level services including Call Center, Electronic Faxing, Interactive Voice Response, Instant Messaging, Softphone, Mobile VoIP Communication and Video Conferencing are part of the initiative and will be implemented throughout 2015.

### **Summary of 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, 55 Farmington Avenue, Secretary of State Trinity Street office and the DOT headquarters in Newington. Continued plans are in place to deploy this solution throughout 2015 to agencies in need of replacing manufacturer-discontinued telephones systems. Project plans are in progress to deploy the system at DESPP in Middletown, the Capitol Avenue complex and the new state office building at 450 Columbus Boulevard.

### **Issues and Risks:**

Disaster Recovery for the Enterprise system will be provided through connectivity to the DESPP site in Middletown. The design and equipment purchase for the failover site has been completed and it is planned to be in operation by April 2015. Until the Disaster Recovery site is in service, survivability is provided at large locations utilizing current network connections, causing a delay in projected savings.

### **Next Steps & Project Milestones:**

1. Implementation of the Disaster Recovery site located at the DESPP - 1111 Country Club Road - location.
2. Develop plans for and execute move of Enterprise VoIP system to new State Data Center in Groton.
3. Install, test and deploy new Enterprise video conferencing service.
4. Design and begin deployment of Enterprise VoIP system for new State Office Building at 450 Columbus Boulevard.