

**IT INVESTMENT CAPITAL FUND  
PROJECT STATUS REPORT**

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

**FROM:** Department of Energy and Environmental Protection

**AGENCY/PROJECT NAME:** DEEP / VOIP

**PROJECT MANAGER:** Tom Botti & Liz Mcauliffe

**REPORTING PERIOD:** Project Inception through 12/31/2014

**Total Funds Requested:** \$1,500,000

<b>Bond Commission Approval(s):</b>	Date: Jan. 2013	Amount: \$1,000,000
	Date: Jan. 2014	Amount: \$500,000

**Accumulative Total Capital Fund Expenditures to Date:** \$1,500,000

**Brief Project Description/Summary:**

This project will replace the existing conventional telephone systems at DEEP headquarters and major satellite offices with an enterprise VOIP (Voice over IP telephony) system. Additionally, the new system will expand customer service call center capability (currently available only in the PURA and Energy office located in New Britain) to include the majority of DEEP programs.

**Summary of Progress Achieved to Date:**

Engineering completed to add DEEP to State Enterprise system. Complete circuit move from AT&T to Windstream for Hartford and New Britain. Complete Hartford, New Britain and Hammonasset State Park network assessment. All infrastructure completed at Hartford and New Britain facilities. Call center design completed for Hartford headquarters. Call center design completed for New Britain PURA/BETP. Hartford VoIP implementation completed in February, including Avaya Call Center. New Britain VoIP implementation completed in March including Avaya Call Center and new enterprise Voice Mail System. Other VoIP facilities implemented in the FY2015 include Windsor, Old Lyme, Burlington, Franklin and Sherwood Island State Park.

**Issues and Risks:**

Risks included a complex and a large project portfolio. The communication and coordination of multiple large projects in different stages of development is also a concern. Challenges with implementing business process change associated with a call center within the agency and the need to develop agency wide business standards. Both business and technical staff are working with new technology which delays decision making and impacts project schedule. The hosting environment for this applications is a shared environment. Increases in other agencies work volume or network issues can have a negative impact on DEEP.

**Next Steps & Project Milestones:**

The remainder of fiscal year 2015, DEEP will complete the implementation of Hammonasset State Park, Rocky Neck State Park, Portland and Eastern District.