

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 6/30/2015

Total Funds Requested: \$ 10,648,872

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

Accumulative Total Capital Fund Expenditures to Date: \$6,666,944

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, the Secretary of State Trinity Street office and 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. Deployment is currently underway for DESPP in Middletown and the Capitol Avenue complex. Project plans are currently in progress to deploy the system for the Office of the State Comptroller as well as for the new state office building at 450 Columbus Boulevard.

Issues and Risks:

Deployment of the DESPP and Capital Avenue complex has been delayed as a result of the move of the State Data Center from East Hartford to Groton. Once the Groton Data Center is established, 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 August 2015. Until the Disaster Recovery site is in service, survivability is provided at large locations utilizing current network connections, which will delay projected savings.

Next Steps & Project Milestones:

1. July 2015 - Execute move of Enterprise VoIP system to new State Data Center in Groton.
2. August 2015 – Operation of the Disaster Recovery site located at the DESPP location - 1111 Country Club Road.
3. September 2015 – Complete deployment of Enterprise VoIP platform at Capitol Avenue complex.
4. October 2015 - Install, test and deploy new Enterprise video conferencing service.
5. November 2015 – Deploy Enterprise VoIP system at Office of the State Comptroller – 55 Elm Street.
6. December 2015 - Design and begin deployment of Enterprise VoIP system for new State Office Building at 450 Columbus Boulevard.