

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: Leonard Welch

REPORTING PERIOD: Project Inception through 12/31/2015

Total Funds Requested: \$ 10,648,872

Bond Commission Approval(s):	Date: January 2014	Amount: \$7,840,151
	Date: July 2105	Amount: \$2,808,711

Accumulative Total Capital Fund Expenditures to Date: \$8,280,983

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 2013-15. Progress achieved in 2015:

- Core implementation moved to Groton Data Center, backup will move to Springfield, MA.
- Locations / Agencies completed in 2015 include: Capitol Avenue complex including DDS, DHMAS and OPM, OSC at 55 Elm Street and multiple DoRS locations.
- Agencies/Sites in progress: Worker's Compensation, Department of Consumer Protection, DESPP, Department of Motor Vehicles in Wethersfield, remainder of the Capitol Avenue Complex, Department of Veteran Affairs in Rocky Hill and the renovated 450 Columbus Boulevard building.
- Video Conferencing solution currently in beta test phase with full deployment expected by 1H2016.

Issues and Risks:

- Deployments were delayed as a result of the move of the State Data Center from East Hartford to Groton.
- Reliability of network carrier jeopardizes confidence in platform and results in increased expenses to maintain backup options.
- Until the Disaster Recovery site is in service, survivability is provided at large locations utilizing current network connections, which delays projected savings.
- Increased demand and deployment amplifies need for staff - for project support and future administration and maintenance.
- Once core implementations are completed, need to address agency-specific applications - call centers, IVRs - from a consistent perspective.

Next Steps & Project Milestones:

1. February 2016 – Deploy to DoRS, WCC and DCP locations.
2. March 2016 – Deploy DMV Wethersfield location. Install new carrier services in Groton data center. Deploy vide conferencing application to largest user agencies.
3. April 2016 – Begin migration of carrier services and operation of the Disaster Recovery site located in Springfield, MA. Complete deployment to remainder of Capitol Avenue complex (DPH).
4. June – October 2016 – Install core equipment at 450 Columbus Boulevard.
5. July 2016 – Determine next phase for initiative - call center, IVR and enterprise instant messaging.