

# DISC Unified Communications and Collaboration

Agency Update  
September 29, 2010

# Agenda

- Introduction
- Voicemail Rollout & Support
- Model Office Status
- UCC Status
- Jay Coverdale
- Lori Chavez
- Katie Mitchell
- Randall White

# DISC Unified Communications and Collaboration

Voicemail Status



# Voicemail Rollout

- Migration from Octel to Unity by mid November
  - 2,900 completed to date
  - ~ 1,000 conversions planned for this week alone!
  - 3,335 outstanding
- Users should register for conversion as soon as possible
- User should check Octel account frequently to clean out old voicemail ;-)
- Wallet Card Instructions available
- Rollout Team
  - Large Agencies: Lori Chavez
  - Smaller Agencies: Dave Kasper, Dan Glotzbach, Jerry Senne, Tony Appelhanz

# Voicemail Support

1. Refer to your wallet card instructions
2. Send general questions to:  
[DABT\\_VoiceMail\\_Questions@da.ks.gov](mailto:DABT_VoiceMail_Questions@da.ks.gov)
3. Take a look at the UCC website guides (*soon*)
4. Contact your agency Power User Liaison
5. Contact the DISC Network Control Center  
(785) 296-2310
6. Voicemail Message Retention Policy

# DISC Unified Communications and Collaboration

Model Office Status

# Model Office Status

- UCC integration has started in both LSOB model offices
  - Model Offices IP phones working
  - Other features available by end of October
- Arrangements made for Statehouse Model Offices
- Schedule your Model Office Demo by email request to Jay Coverdale and/or Katie Mitchell

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## Featured

### Unified Communications



Communication efficiency delivered.  
Find out how Unified Communications  
can help you.

### Virtual Infrastructure



Reduce hardware and operational costs.  
Increase responsiveness and flexibility.  
Support Green IT initiatives.

### Enterprise Security



Security assessments and scanning.  
Forensic Investigation.

## Popular

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[Network Status](#)



# DISC Unified Communications and Collaboration

UCC Status

# Model Office UCC Features

- Unity Voicemail and email integration
- Cisco VoIP phone-sets
- Microsoft OCS, email
- Instant Messaging (IM)
- Presence
- Unified Messaging (UM)
- Microsoft Live Meeting
- Cisco Digital Media Suite (DMS)
- Cisco Telepresence (VTC)



# Model Office Completed Tasks

- Network Design and Build-out
- Services installed on VMware Server Environment
  - Cisco Unified Communications Manager (CUCM)
  - Cisco Unity Connection (CUC) voice messaging
  - Cisco Unified Presence (CUP)
- Services installed on “Bare-metal” Servers
  - Cisco Unified MeetingPlace Express
  - Cisco Unity Mobility Advantage (CUMA) server security
- Edge Firewall



# Model Office Completed Tasks

- LDAP Proxy Server
  - Application installed and configured
  - Digital Certificates installed
  - Connected to DOA internal Directories
  - Connected to Enterprise Resource Forest
  - Connected to Cisco Unity Voicemail (VM) system
  - Connected to Cisco Unified Call Manager (CM)
  - Changed to SSL and TLS
  - Configure DISC Directory Attributes
  - Tested Proxy authentication pass-through VM (PCA website and IMAP connection)
  - CUCiMOC installed, integration in progress
  - CUPC installed, integration in progress



# Model Office Tasks for October

- Finalize Dial Plan
- Verify Unified MeetingPlace Express
- Integrate Outlook IMAP to the Unity server
- Configure CUMA, Adaptive Security Appliance (ASA)
- Configure Cisco Mobile 8.0 for mobile devices
- Update/Configure SRST
- Integrate Cisco Telepresence in Model Office
- OCS integration using CUCiMOC application

# UCC Near Term Events

- Model Office LSOB to complete October
- SRS- OSH to complete December
- AOS supporting DISC
  - Contract 13088 Professional Services available to all agencies
- First Steps for Agencies (coming in January)
  - Agency UCC Orientation
  - UCC Site Survey Process

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