



MEMORANDUM

Date: October 5, 2010
To: Agencies using DISC provided voice mail
From: Jay Coverdale, Deputy Director – DISC Bureau of Telecommunications
Subject: Voice Mail Migration Strategy

DISC would like to extend a “Thank You” to all Agencies supporting the Unity Voice Mail “train the trainer” classes. Agency training resources have expressed eagerness to move forward with training and supporting Agency voice mail users. DISC migration schedules and strategies are being finalized and planning meetings will soon be scheduled with Agency trained resources. DISC assigned personnel will contact each Voice Mail Agency working together to begin implementation and migration strategies. DISC is committed to providing on-going support to Agencies through the migration process ensuring requirements are in place to fully use the new system.

The new system has been installed in Topeka and will be soon in Wichita. The system has basic functions available today with the enhanced PCA and IMAP features soon to be available to users in both locations. DofA Voice Mail users are the pilot group and DISC migration plans are to complete DofA by mid-September.

We are currently developing support plans, training and user website support (including reference cards) and a migration schedule to phase out the Octel systems. DISC would like to again thank all Agencies involved for supporting the effort and partnering with DISC to successfully migrate Voice Mail Users to the new and enhanced Unity Voice Mail System.

Please notify Lori Chavez at Lori.Chavez@da.ks.gov with questions associated with the migration planning and schedules.

Thank you for your assistance with this effort. We are confident that the new system can provide superior service to the Octel system for many years to come.

Thanks