



Division of Information Systems and Communications

*Mark Parkinson, Governor  
Joe Hennes, Director*

<http://www.da.ks.gov/disc/>

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## MEMORANDUM

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

DISC provides voice mail services to State Agencies within the Topeka and Wichita areas. These services are provided by an Octel system that is very old and out dated. Support for this system has become expensive and spare parts hard to find. To address these risks DISC has purchased a replacement Voice Mail system from CISCO call Unity Connection.

The new system has been installed in Topeka and will be soon in Wichita. The system has basic functions similar to the Octel but also will provide expanded functionality to support Voice over Internet Protocol (VoIP) and Unified Communications in the future.

We are currently developing training plans (including reference cards) and a migration schedule to phase out the Octel systems. We would like to solicit training volunteers from each agency to assist with the training and migration effort (at least two volunteers from agencies with more than 100 voicemail users). These individuals will receive DISC lead training on the Unity Connection system. Agency training volunteers will provide subsequent training of the voice mail users within their agency. This training will begin in late August (exact dates TBD) and the migration to the new system will begin in September.

Please notify Lori Chavez at [Lori.Chavez@da.ks.gov](mailto:Lori.Chavez@da.ks.gov) with the list of training volunteers. Lori will use this list to schedule the training and work with the Agency teams to develop the migration schedule.

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