

DISC

Unified Communications and Collaboration

ITAB Update
January 18, 2011

DISC Unified Communications and Collaboration

Unity Voicemail Update

Voicemail from Octel to Unity

- All Topeka & Wichita accounts migrated
 - Topeka 6,139 November
 - Wichita 600 December
- Unity Training complete
- Call Handlers/Single Digit Menus created prior Jan 23
- Octel System decommissioned Jan 23
- PCA/IMAP features available 1Q2011

Note: Users must use “Call Forward Universal” feature to always use the Unity appropriate access numbers

Unity Voicemail Support

1. Refer to your wallet card instructions
2. Send general questions to
DABT_VoiceMail_Questions@da.ks.gov
3. Take a look at the DISC UCC website guides
<http://www.da.ks.gov/disc/Featured/UC>
4. Contact your agency Power User Liaison
5. Contact the Agency-assigned DISC TSS
(785) 296-2310

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Model Office Update

Model Office Status

- LSOB Model Offices ready now
 - Several agency heads have already toured facility
 - ADA compliance in progress
- Statehouse Model Offices ready Jan 20
 - Terri Clark point of contact
- Schedule your Model Office demonstration by email request to Pat Orr or Jay Coverdale

UCC Model Office LSOB



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UCC Update

UCC Accomplishments

- SRS- OSH VoIP migration completed Dec 10, 2010
 - 349 phones (264 digital/85 analog) migrated
 - UC Tools for Network Management installed
 - CUCiMOC integration with OCS
 - Preliminary UC Support Model in place
- Only 4 trouble tickets since service-ready
 - all cosmetic
 - none were user-impacting



Getting ready for punch-down

Cisco VG 224 Analog Voice Gateways

Cisco Survivable Remote Site Telephony Router



Final Configuration



UCC Success Thru Teamwork



UCC Near-Term Activities

- OSH UC Feature Upgrade (Feb-March)
 - IMAP/PCA, attendant console, video, paging
 - single-number reach (Unified Mobility Advantage)
 - Call Reporting
- UC Master Plan for Campus 2011 (2,400 phones)
 - DISC Pre-production model validation
 - Curtis/Judicial Bldg conversions due to aged cables
 - Commerce, Judicial, KBOR, DoA secretary administrative office, KDHE

Long Term Activities

- March 2011
- July 2011
- Agency Orientation
- Start converting agency-by-agency migration

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Agency Update
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