

Unified Communications

Collaboration of Management, Projects, Agencies and Communications in
Technology (COMPACT)

ITAB Update

October 18, 2011

AVPN Status

- Migrated 40 sites as of Sept 30
- Network stability issues identified with AVPN sites.
 - Root cause tied to routing statements left in core from KanWIN switch upgrade project.
- Deployment temporarily delayed
 - Assigned Task Force to expedite resolution
 - Isolate & eliminate legacy routing statements
 - Remove Nortel equipment from Core network
 - Investigating additional staffing and support
- Resume deployment Dec 1
- Schedule recovery March, 2012

AVPN Status Impact

Projects on Hold

- AVPN
- Cox Metro Area Network
- Wichita DWDM Redundancy
- Avenues VCC/ACD
- Video TeleConferencing

Projects Continuing

- Critical Trouble Tickets
- Critical Work Orders
- VoIP conversion
- Telecom Cabling Upgrade

| Priority/Status | Project | Description | % Complete | Issue | Remedy | Progress Report |
|-----------------|------------------------|---|------------|---|---|--|
| 1 | Old KanWIN | Re-architect connectivity between "new" and "old" KANWIN to insure network stability (includes removal of legacy equipment) | 20% | Old network inhibits AVPN and VoIP deployment; Nortel Replacement directly affects AVPN, MAN and WODC | Complete re-architecture for network stability | Set-up "Delta" team to work on this project and established bi-weekly meeting to discuss progress. Target completion date December 1st. |
| 2 | AVPN | Replace existing Wide-Area Network (WAN) service connecting remote agencies with a technology that will support UCC | 20% | Behind schedule due to legacy and new KanWIN anomalies | Additional engineering staff Technical Services Restart Dec 1, 2011 | Project on hold pending remedy of re-architecting the "new" and "old" network environments (Priority 1), expected to resume on December 1st. |
| 3 | VoIP | Project to replace existing Centrex (Plexar) voice services with a Unified Communications solution to reduce cost and enhance employee efficiency | 8% | On-Schedule | Additional engineering staff Technical Services | Coordinating and conducting kick-off meetings with agencies to be converted on December 14th. |
| 4 | WODC | Add redundancy/resiliency/capabilities to the WODC to meet customer requirements | 20% | Behind schedule | Additional engineering staff Technical Services | No progress (resources dedicated to the re-architecture project (Priority 1)). |
| 5 | MAN | Replace existing Metro-Area Network (MAN) service connecting remote agencies in Topeka with a technology that will support UCC | 10% | Behind schedule | Additional engineering staff Technical Services | Limited progress, we have 1 FTE assigned to work on this 50% of his time. Conducting Lab testing of proposed configurations. |
| 6 | Infrastructure Upgrade | 12 month project to replace obsolete wiring infrastructure in several state-owned facilities to support voice, data and video connectivity | 10% | On-schedule | | Need to get information from Rick |
| 7 | Trouble Tickets | Part of normal business ops. | | Tickets opened Last Week - xxx Tickets closed Last Week - XX Delta - xx | Reassign resources from other project or additional technical staff | Need to get information from Helen |
| 8 | Work Orders | Part of normal business ops. | | Work Orders opened Last Week - xx Work Orders closed Last Week - xx Delta - xx | Reassign resources from other project or additional technical staff | Need to get information from Dan |

UC / VoIP Status

- On schedule
- On budget
- Increasing Core Capacity
- Next conversion of 579 phones Dec 15
- Completion of all 12,155 phones by October, 2013
- Production (718 phones)
 - DoA
 - Judicial
 - Governor's Office
 - Secretary of Admin
 - Division of Budget
 - Legal / Counsel
 - OMBUDSMAN
 - A&R
- Pilot OSH (365 phones)



Q&A

COMPACT