

Unified Communications and Collaboration

Agency Team Meeting

July 28, 2010

3:00 – 4:00

Agenda

- Greeting / Introduction
- Voicemail Migration
- UCC Model Office
- UCC website
- OCS update
- Jay Coverdale
- Randall White
- Katie Mitchell
- Katie Mitchell
- Jay Coverdale

Voicemail Status –ahead sched

- *Design*
- Lab Trials
- Proof of Concept (first 20 users)
- Training DISC/SRS (first 12)
- Complete DISC migration
- Pilot Test DISC
- Agency Training:
- Production Migration
- Decommission Octel
- *Complete*
- *Complete*
- *Complete*
- *Complete*
- July 30
- July-Aug
- Aug-Sept
- Start Sept 1
- Jan 2011?

Voicemail Training Plan

- “Train-the-Trainer” approach for each agency
 - Normal User Training
 - Power User Training
 - Tech/Administration Training
- Training Materials
- Technical Support Desk

Technical information agencies should know about Voicemail Legacy Migration

- Replaces a system that is manufacture end-of-support (life) thereby reducing risk to agency productivity and data
- Many enhanced features allow for enhanced employee productivity (i.e. voicemail to e-mail integration)
- System uses the same touchpad commands as the legacy system (less training required)
- Fully redundant system
- In the future this system will scale to support all employees statewide thereby enhancing productivity
- In the future this system will integrate seamlessly with the state Unified Communications suite

Voicemail Rollout Plan & Timeline

Plan

- DISC Rollout
- DISC- Pilot
- 100 users per day (M-T)
 - 400 migrations per week
 - Groups of ten spread across multiple agency trainers
 - 50 users AM, 50 users PM, (spread the registration load on the system)
 - Friday's used to catch up and tie loose ends

Progress

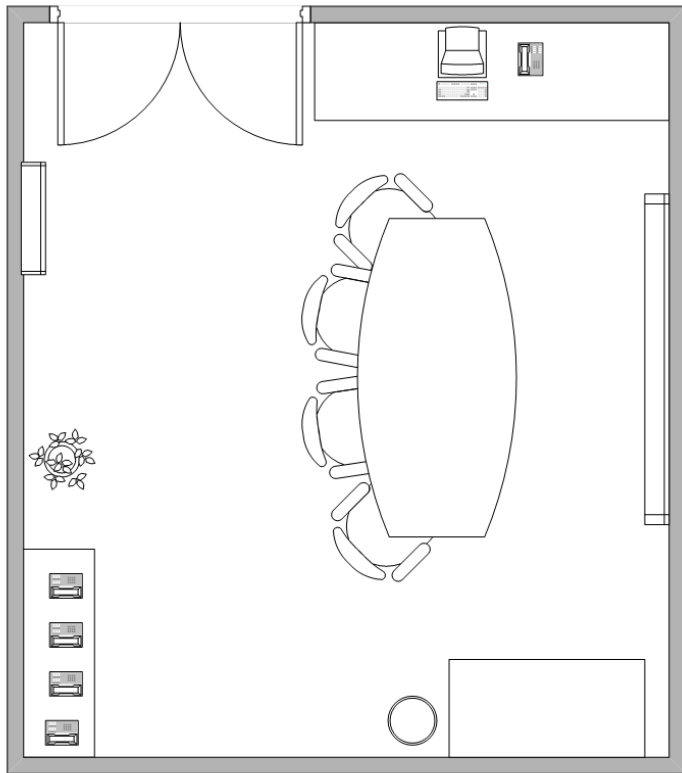
- July
- Aug
- Sept, Oct, Nov, Dec

UCC Model Office – on track

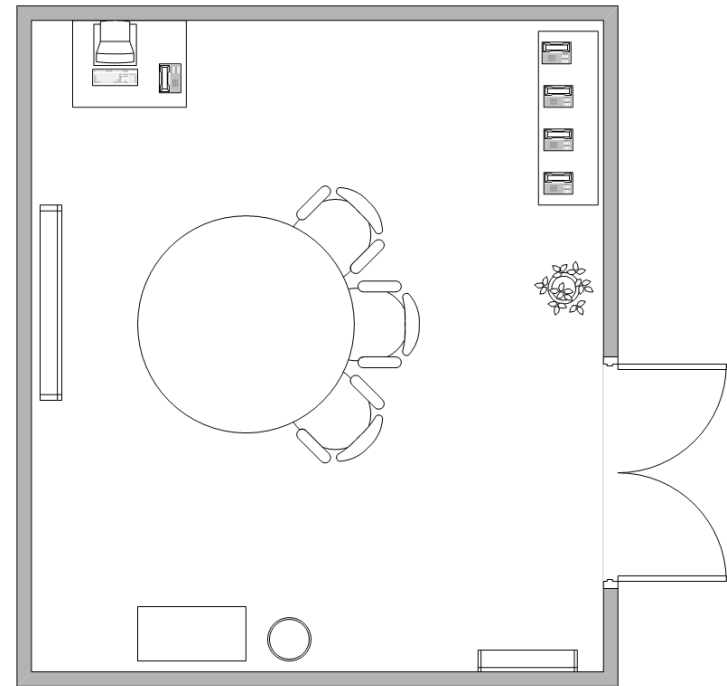
- *Develop function/specs*
- *DISC/Statehouse rooms*
- Order PCs, Telepresence
- Upgrade facilities
- Locate furniture
- Install equipment
- Integration / Test
- Go-Live Demo/Training
- *Complete*
- *Complete*
- *Complete*
- In process due 7/26, 8/2
- In process
- Aug 1
- Aug 10
- Sept 1

Model Office UCC Features

- Unity Voicemail
- VoIP, IP phone-sets
- OCS, email
- Presence, IM, Unified Messaging (UM)
- Live Meeting
- Digital Media
- VTC and Telepresence



Landon Room 114



Landon Room 751B

Kansas Department of Administration

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Division of Information Systems and Communications (DISC) A New Dimension of Technology Unified Communications and Collaboration Forward Thinking

Unified Communications and Collaboration (UCC) merges multiple communications methods into a single solution for voice, data, and video. UCC gives agencies and their employees more efficient means of communications that break down the distance and time barriers between agencies, employees, and their customers by connecting a state of staff, and others together. The end result is more reliable, efficient, and cost effective service to our customers.

Model Office

UCC Professional Services

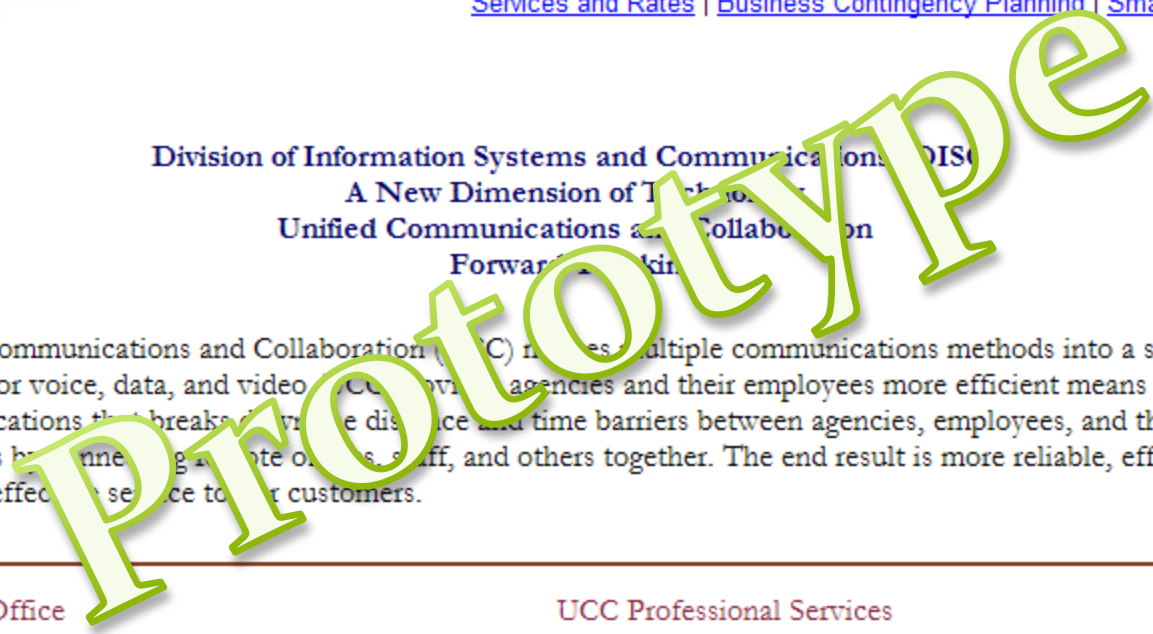
Technical Information

AVPN Conversion

Functionality

Contact List

Voice Mail



OCS 2007R2 Integration

- Status of DISC's deployment
 - Internal OCS Presence Completed
 - Internal Instant Messaging Completed
 - One to One IM
 - One to many IM
 - Internal Communicator Web Access Completed
 - Communicator client not required
 - Web Based client
 - Internal Live Meeting Completed
 - Desktop and Content Sharing
 - Audio and Visual Conferencing

OCS 2007R2 Integration

- Status of DISC's deployment
 - Internal Group Chat Aug 15, 2010
 - External Access to OCS Sept 30, 2010
 - Presence
 - IM
 - External Communicator Web Access Sept 30, 2010
 - Communicator client not required
 - Web Based client
 - External Live Meeting Sept 30, 2010
 - Desktop and Content Sharing
 - Audio and Visual Conferencing