

IT INVESTMENT CAPITAL FUND PROJECT CLOSE OUT REPORT

To: Information Technology Strategy and Investment Committee
John Vittner, Office of Policy & Management

FROM: Department of Energy and Environmental Protection

AGENCY/PROJECT NAME: DEEP / VOIP

PROJECT MANAGER: Tom Botti & Liz McAuliffe

Project Start Date: 1/1/2013 **Project End Date:** 6/11/2015

Total IT Capital Funds Allocated: \$1,500,000

Total IT Capital Fund Expenditures: \$1,500,000

Brief Project Description/Summary:

This project replaced the conventional telephone systems at DEEP headquarters and major satellite offices with an enterprise VOIP (Voice over IP telephony) system. Additionally, the new system expanded customer service call center capability to include the majority of DEEP programs.

List Project Goals and Deliverables Completed:

(Please provide a brief summary goals and deliverables of the project that were implemented. Please reference your IT Capital Investment Brief for the initial goals of the project)

Goal: Reduce Primary Rate Interfaces- 67% reduction achieved

Goal: Reduce call duration- FY16 to date, average call duration is 3.8 minutes (8873 calls). 112 calls required routing (1.3%) with an average duration of 9 minutes 40 seconds.

Goal: Reduce maintenance- Configuration is being performed centrally with little or no vendor support, virtually no maintenance required for remaining physical plant.

Project Replication Opportunities:

(Are there opportunities to repeat or leverage the project solution by other state agencies? Please provide a brief explanation)

This project can be repeated at other agencies, particularly in the case where agency functions are distributed across multiple facilities where a unified communications system would allow "office virtualization".

Key Lessons Learned:

(Provide any lessons learned experienced during this project that may be helpful to other agencies starting a similar project)

Expect that there will be change requests even after a thorough determination of business requirements. Users' expectations change after the first day of service when they have hands-on experience with the call treatments of the new system.

Perhaps unique to DEEP, budget extra time for projects which need tasks performed under certain environmental conditions. Due to the harsh winter, cabling needed to be delayed at several DEEP park facilities where buildings were not heated during the “off-season” and the physical cable media could not be installed without risk of damage.