

Information Technology Capital Investment Program
Project Status Report

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

From: Leonard Welch - Director, Unified Communications

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Agency: Department of Administrative Services

Project: Unified Communications - Enterprise VoIP Project

Project Manager: Leonard Welch

Reporting Period: Project Inception through 06/30/2019

Total Funds Requested: \$10,648,872

Total Funds Allotted to Agency: \$10,648,872

Accumulative Total Capital Fund Expenditures to Date: \$10,375,508

Brief Project Description/Summary:

The goal of the initiative is to establish a foundation for the implementation of an Enterprise service that enables cost-savings when compared to maintaining obsolete systems and equipment. A Unified Communications platform implemented across the Executive Branch will increase productivity and collaboration as well as enable a consistent user experience across all participating State Agencies.

The new VoIP telecommunication system is hosted in the State Data Center, with failover at the state's backup data center in Springfield, MA. Additional Enterprise-level services including Call Center, Electronic Faxing, Interactive Voice Response, Instant Messaging, Softphone, Mobile VoIP Communication and Video Conferencing are part of the initiative and will be implemented throughout calendar year 2019.

Summary of Progress Achieved to Date:

The Unified Communications division of DAS / BEST deployed the statewide Enterprise UC / VoIP platform throughout 2013-19. Progress achieved in 2018-19:

VoIP

- Expanded user base to 19,000+
- Current SIP traffic range is 25,000-30,000 inbound and 10,000-14,000 outbound calls per day

DMV Call Center

- Deployed Phase 1 on May 23, 2018
- Current inbound traffic range is 4,500-8,500 calls per day
- Deployed Phase 2 - a new Interactive Voice Response Unit - in December 2018
- Planned deployment for multi-channel integration in Fall 2019

Issues and Risks:

- Increased demand and deployment amplifies need for staff - for project support and future administration and maintenance.
- Preparing for new round of funding to accommodate demand for new deployments.

Next Steps & Project Milestones:

Department of Labor – to be complete by September 2019

- Hartford
- Middletown
- Montville
- Bridgeport
- Hamden
- Wethersfield

Additional Deployments - planned through December 2019

- Department of Banking
- Connecticut Agricultural Experiment Station
- DDS Torrington
- DCF – SOLNIT North, New Britain and Bridgeport
- Newly-renovated 165 Capitol Avenue