

IP Telephony Working Group Meeting August 25, 2005

California Department of Insurance
and
Delegata

Agenda

- Whose Pilot is it anyway? (Dan Whetstone - CDI)
- What's in it for me? (Christopher Flores - Delegata)
- We need your input (Derek Woo - Delegata)
- CDI TIRP Project Status (Roy Simpson - CDI)

Enterprise IP Telephony Drivers

- Increased Staff Productivity
 - Greater staff mobility (including telecommuting)
 - Integration of distributed offices
 - Enhanced services (e.g., Unified Messaging)
- Enhanced customer service for Contact Centers
 - Remote agents
 - Multi-channel customer interaction
- Operational Efficiencies
 - Single network for voice and data
 - Simpler Moves/Adds/Changes (MACs)
- Improved disaster recovery and business resumption
- Protection from technology obsolescence

What's in it for me?

- Validate IP Telephony technology and services in enterprise environment
- Verify interworking with other enterprise applications
- Identify implementation issues and challenges
- Estimate system costs and operational efficiencies
- Plan for organizational consolidation

Pilot Network Evaluation Metrics

- Voice Quality
- System Reliability
- System Security
- Feature Sets
- Enhanced Services
- Interoperation Factors
- Operational Efficiencies
- Cost Factors
- Implementation Issues

What are your VOIP/ IP telephony drivers?

- End-of-life of current PBX system
- New building or consolidation
- Optimization of current PBX system
- Increased staff productivity
- Enhanced contact center services
- Operational efficiencies
- Disaster recovery/business resumption
- Technological obsolescence
- All of the above
- None of the above

What IP Telephony system are you considering?

- Architecture: Owned or Hosted (e.g., IP Centrex)
- IP PBX: Pure IP or IP-enabled
- System operations: Internal or external
- WAN connections: PSTN or Internet
- Other systems: Contact center, messaging
- Inter-working: Peripherals and legacy systems

What issues would you like the pilot to address?

- How mature is IP Telephony?
 - Voice quality, reliability, feature sets
- What are the implementation issues?
 - Network upgrades
 - Staffing and training
 - Vendor performance
- What are the TCO factors?
 - Upgrade costs, equipment costs, operational efficiencies, PSTN charges
- What enhanced services make sense?
- Others?

We would like your input...

STATE OF CALIFORNIA
IP TELEPHONY WORK GROUP

IP Telephony Questionnaire

Department Name: _____

Contact Person: _____

Email: _____ Phone Number: _____

1. Your IP Telephony drivers:

-
-
-
-

2. The IP systems you are considering:

-
-
-

3. The issues you would like pilot to address:

-
-
-

Procurement timelines

| | Key Action Dates | Date |
|-----|---|------------------------------------|
| 1. | Release RFP | July 22, 2005 |
| 2. | Letter of Intent to Bid Due (Appendix C, Form C12), Statement of Financial Condition (Appendix C, Forms C2 & C3, Signed Confidentiality Statement (Appendix C, C7). | August 9, 2005 by 5:00 PM PDT |
| 3. | Last Day to submit questions for clarification of RFP requirements and/or requirements change request. | August 17, 2005 by 5:00 PM PDT |
| 4. | Last Day to Protest RFP Requirements.* | August 31, 2005 by 5:00 PM PDT |
| 5. | Draft Proposals Due (by 2:00 p.m. PDT) | September 14, 2005 |
| 6. | Confidential Discussions in Sacramento CA. | October 5 thru October 12, 2005 |
| 7. | Last Day to Submit Questions regarding the RFP prior to submission of Final Proposals | October 26, 2005 |
| 8. | Final Proposals Due (by 2:00 p.m. PDT) | November 9, 2005 |
| 9. | Cost Opening | Nov 28, 2005 |
| 10 | Notification of Intent to Award | December 12, 2005 |
| 11. | Last Day to Protest Contract Award | December 19, 2005 |
| 12. | Contract Award** | December 29, 2005 |

Reporting Expectations

| Workgroup Meeting Date | Status Reporting |
|------------------------|--|
| August 2005 | Procurement project status |
| October 2005 | Procurement project status Enterprise workgroup switch replacement |
| February 2006 | Contract Award Status Final Project Plan Final Staff Training Plan Enterprise workgroup switch replacement |
| April 2006 | Final Provisioning, Installation, Testing and Cutover Plan Final System Architecture for TS, CCS, and UMS. Detailed Pilot Acceptance Test Plan Start of Pilot |
| June 2006 | Status of Pilot Acceptance (Pilot ending June 30) |
| August 2006 | Status of Phase 1 deployment – Sacramento, Rancho Cordova, Fresno Status of Phase 2 deployment – San Francisco, Benicia, Morgan Hill |
| October 2006 | Status of Phase 3 deployment – Los Angeles, City of Commerce, Rancho Cucamonga, Santa Ana, Orange, San Diego 1 and 2, Valencia |
| February 2007 | Acceptance Testing for TS, CCS, and UMS complete |