



*Department of Insurance*  
**Telecommunications Infrastructure  
Replacement Project**

***IPTel Workgroup  
Status Report  
June 2007***



*TIRP*

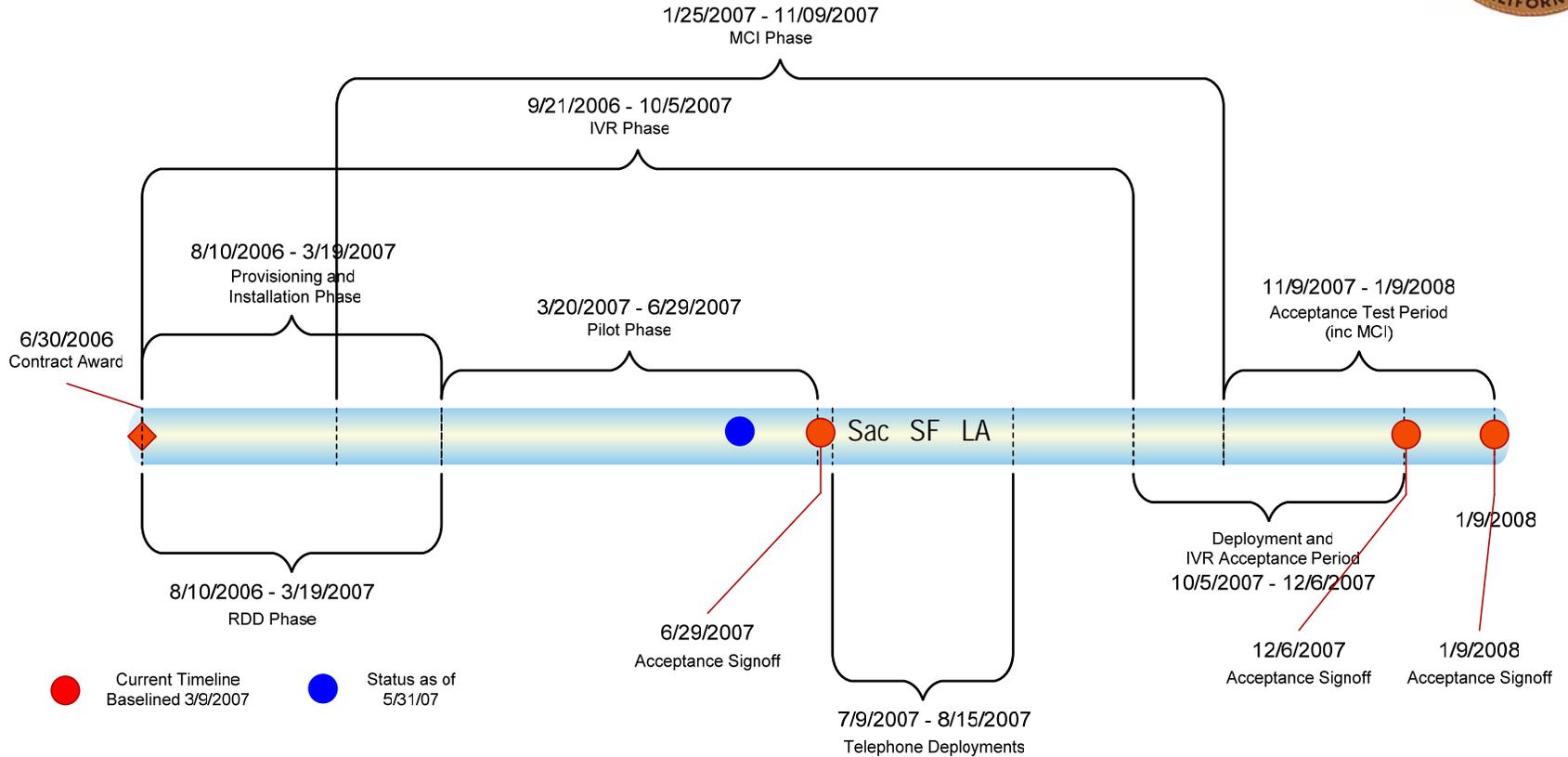
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# Project Overview





# Project Accomplishments/Next Steps

## Accomplishments

- Installation and Configuration of Equipment
- Completion of RDD
- Finalization of Pilot Acceptance Test Plan
- Resolution of P1/P2 Issues
- Approval of CMRs
- Testing by AT&T/Nexus and CDI of Pilot System
- Training of sys admin and pilot users
- Start on 6/4 of Pilot Acceptance period with live call center traffic and 60 pilot users at all sites

## Next Steps

- Monitoring of pilot system performance
- Development of equipment disposal plan
- Finalization of Cutover and Test Procedures
- Go/No Go Decision based on Pilot
- Completion of Cisco certified training for admin staff
- Deployment of VoIP production systems: D1 (Sac), D2 (SF), D3 (LA)

# Major Project Issues and Resolutions



	<b>Issue</b>	<b>Impact</b>	<b>Resolution</b>
1	<b>Ad-hoc Call Reporting: no drag and drop flexibility</b>	<b>IPCC not meeting customer need</b>	<b>3<sup>rd</sup> party solution from Exony</b>
2	<b>WAN QoS: not supported by existing 7500 router I/F card</b>	<b>No guarantee on VoIP service quality</b>	<b>Upgrade WIP cards</b>
3	<b>System sizing: IVR ports and ASR/TTS licenses used while in queue</b>	<b>Insufficient system capacity to handle projected Erlang traffic</b>	<b>Add gateway, PRIs, IVR ports and ASR/TTS licenses</b>
4	<b>Maintenance during deployment and acceptance periods</b>	<b>Not specified in RFP, response, contract</b>	<b>Under negotiation</b>
5	<b>CMA: Not required by customers</b>	<b>CRM capability not used</b>	<b>CRM removed from project scope</b>
6	<b>Cisco A2Q design changes</b>	<b>Added system equipment</b>	<b>Schedule impact and required electrical buildout</b>



# Testing Methodology

911 to PSAP operational verification				
<b>Test No.:</b> TS CER 0080	<b>Test Type:</b> <input checked="" type="checkbox"/> Functional <input type="checkbox"/> System <input type="checkbox"/> External		<b>Test Category:</b> TS – Cisco Emergency Responder	
<b>Test Case Title:</b>	911 to PSAP operational verification			
<b>Test Purpose:</b>	Verification that: 911 Calls proceed to PSAP with correct CID, call placed to PSAP provides proper location information, and PSAP is able to place call back to originating phone			
<b>Test Case Procedure:</b>	<ol style="list-style-type: none"> <li>1. Prior to carrying out this test, Coordination with PSAP must be established to ensure non-emergency calls to PSAP are regarded as testing calls only.</li> <li>2. Choose a phone from which to place a test 911 call</li> <li>3. Log on to CER administration as administrator</li> <li>4. Locate the phone on the switch location details page by changing the search option to directory number.</li> <li>5. Verify to which ERL the phone is associated</li> <li>6. Place the test 911 call</li> <li>7. Post test call, hang up phone to receive call back</li> <li>8. Conduct the above for each ERL</li> </ol>			
<b>Checks:</b>	<ol style="list-style-type: none"> <li>1. Ask what Calling Party Number and physical location information was received. This should match the ERL</li> <li>2. Verify the DID/CID and physical location presented to the PSAP matches those configured for that ERL and correspond to selected phone.</li> <li>3. Ask PSAP personnel to return a call to the DID/CID they received upon terminating this call</li> <li>4. Verify call back to the phone is received from the PSAP</li> </ol>			
<b>Expected Results:</b>	911 to PSAP operational functionality intact. Proper CID display, location information pulled from PS-ALI database and return call to CID successful.			
<b>AT&amp;T - Tested By (Initial):</b>	<b>First Test Date</b>	<b>2<sup>nd</sup> Test Date</b>	<b>3<sup>rd</sup> Test Date</b>	
	<date> Pass: <input type="checkbox"/> Fail: <input type="checkbox"/>	<date> Pass: <input type="checkbox"/> Fail: <input type="checkbox"/>	<date> Pass: <input type="checkbox"/> Fail: <input type="checkbox"/>	
<b>AT&amp;T Test Remarks:</b>				
<b>CDI – Tested By (Initial):</b>	<b>First Test Date</b>	<b>2<sup>nd</sup> Test Date</b>	<b>3<sup>rd</sup> Test Date</b>	
	<date> Pass: <input type="checkbox"/> Fail: <input type="checkbox"/>	<date> Pass: <input type="checkbox"/> Fail: <input type="checkbox"/>	<date> Pass: <input type="checkbox"/> Fail: <input type="checkbox"/>	
<b>CDI Test Remarks:</b>				



# Testing Results



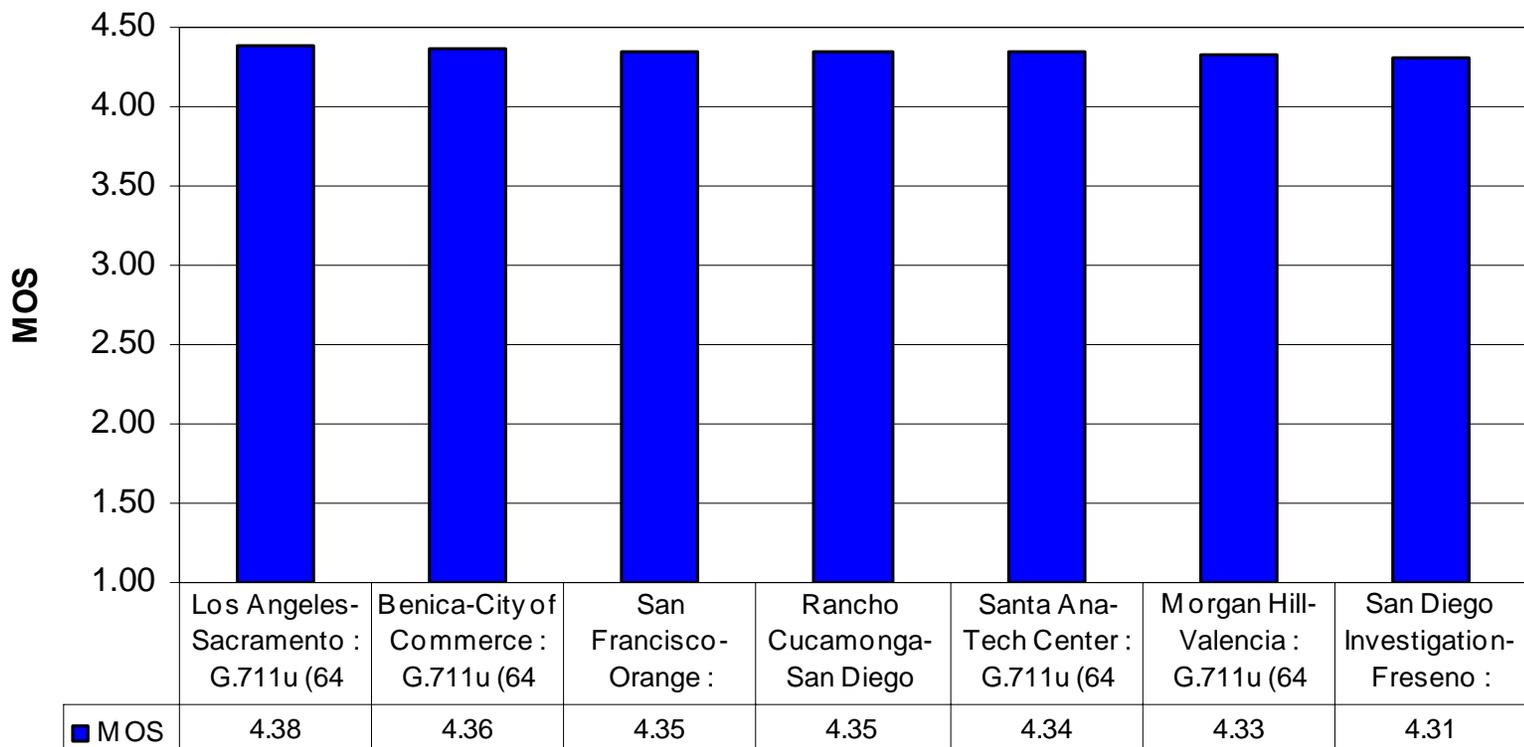
<u>Test Plan</u>	<u>Week</u>	<u>Tests</u>	<u>Nexus</u>	<u>Joint</u>	<u>Passed</u>	<u>Failed</u>	<u>%Passed</u>	<u>%Failed</u>	<u>%Not Tested</u>	<u>%CDI Joint</u>
Telephony System	19-Mar	70	69	37	69	0	100.00%	0.00%	1.43%	53.62%
Telephony System	26-Mar	36	36	7	36	0	100.00%	0.00%	0.00%	19.44%
Telephony System	2-Apr	24	23	23	20	3	86.96%	13.04%	4.17%	100.00%
Personal Assistant	19-Mar	8	8	5	8	0	100.00%	0.00%	0.00%	62.50%
Emergency Responder	2-Apr	17	11	11	10	1	90.91%	9.09%	35.29%	100.00%
Unified Operations Manager	TBD									
ACD Call Flows	9-Apr	78	78	0	72	6	92.31%	7.69%	0.00%	0.00%
IPCC ACD	2-Apr	4	3	3	2	1	66.67%	33.33%	25.00%	100.00%
IPCC ACD	16-Apr	90	68	48	62	6	91.18%	8.82%	24.44%	70.59%
IPCC IVR	16-Apr	71	23	8	22	1	95.65%	4.35%	67.61%	34.78%
CVP System	4/4 - 4/6	21	19	19	15	3	78.95%	15.79%	9.52%	100.00%
KnoahsArk	9-Apr	10	8	1	3	3	37.50%	37.50%	20.00%	12.50%
Fax Server	23-Apr	4	3	3	3	0	100.00%	0.00%	25.00%	100.00%
IPSession	16-Apr	7	7	2	7	0	100.00%	0.00%	0.00%	28.57%
Unified Messaging	4/9 - 4/18	114	106	13	104	1	98.11%	0.94%	7.02%	12.26%
Totals		554	462	180	433	25	93.72%	5.41%	16.61%	38.96%

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# Network Readiness Assessment ( by NetIQ Vivinet Assessor)

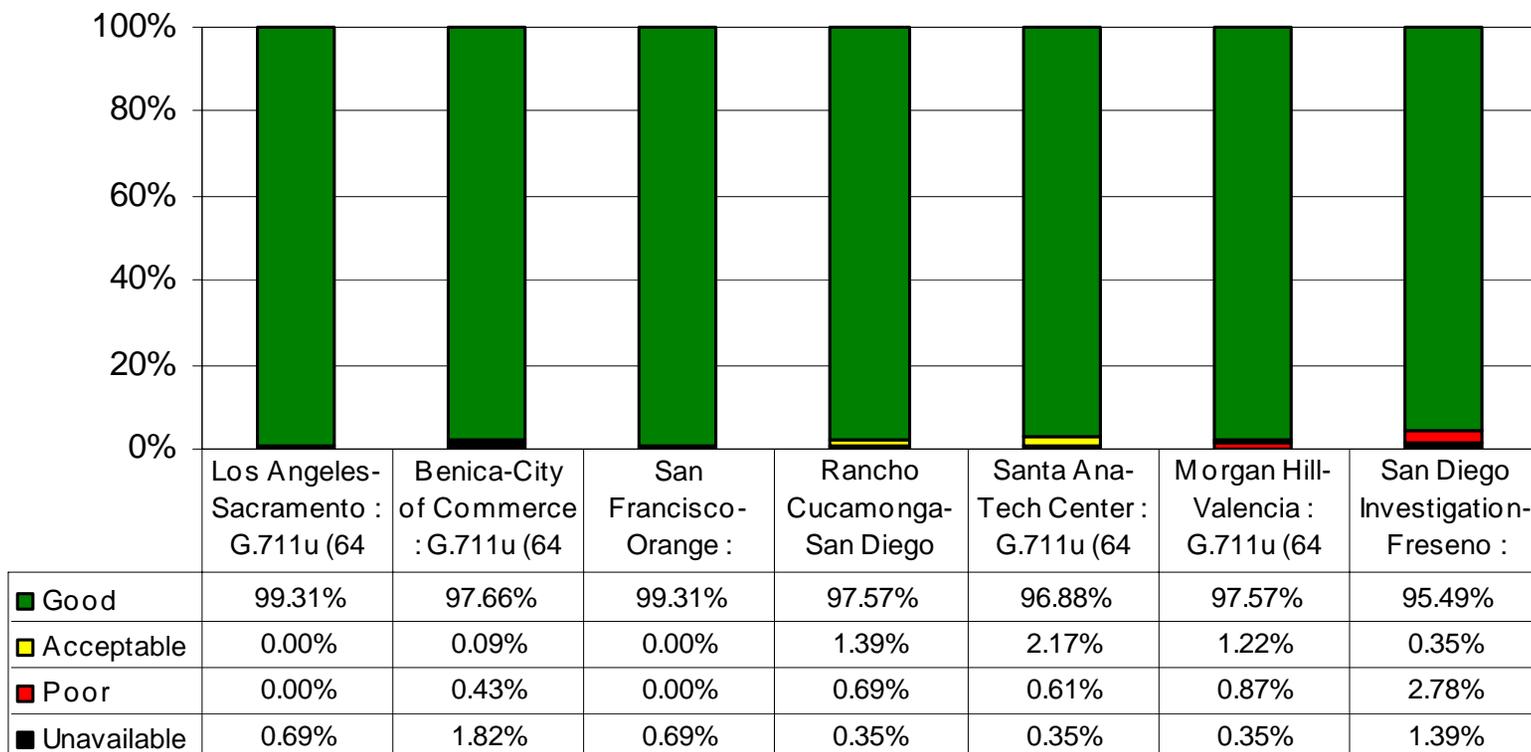
## Call Quality Summary by Call Group





# Network Readiness Assessment (contd.)

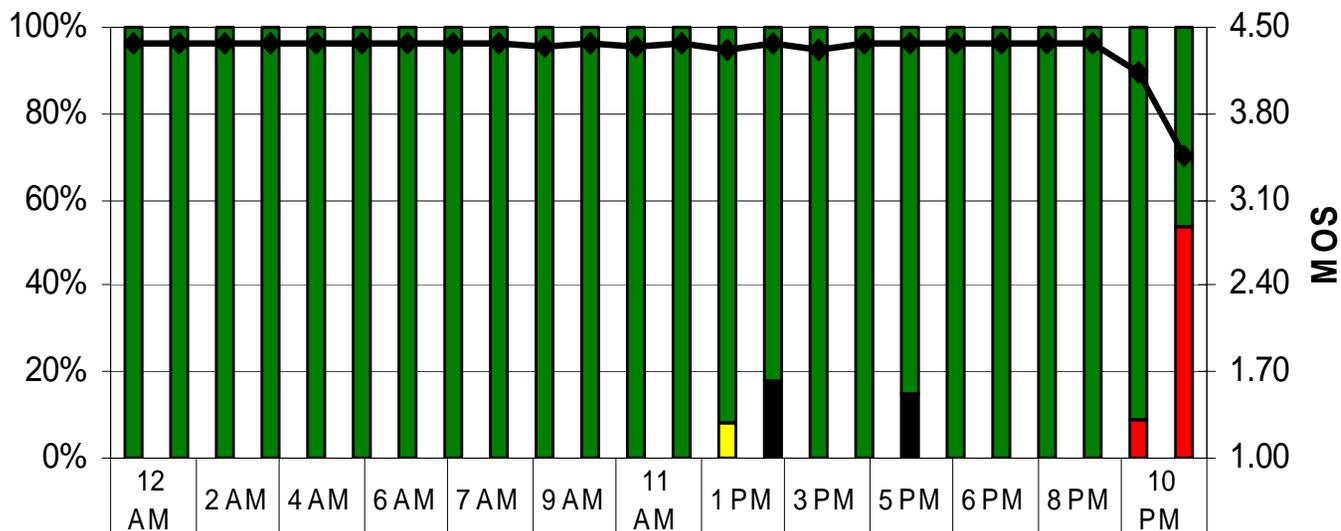
## Call Quality Evaluation by Call Group





# Network Readiness Assessment (contd.)

## Call Quality Evaluation by Hour



Good	100%	100%	100%	100%	100%	100%	100%	92%	100%	85%	100%	100%	91%
Acceptable	0%	0%	0%	0%	0%	0%	0%	8%	0%	0%	0%	0%	0%
Poor	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	9%
Unavailable	0%	0%	0%	0%	0%	0%	0%	0%	0%	15%	0%	0%	0%
MOS	4.37	4.37	4.37	4.37	4.36	4.34	4.34	4.31	4.33	4.37	4.37	4.37	4.14