

**Technology Services Committee
IPTel Workgroup Meeting Notes
June 20, 2006**

Attendees: Cal Rogers, Joanne Lord, Diane Williams, Christopher Flores, Roy Simpson, Jerry Mercado, Robert Melia, Mary Hanson, Victor Stiles, Terri Bollinger, Toni Crespo

Announcements:

Cal Rogers opened the meeting with a roundtable introduction of all attendees.

Project Update:

Roy Simpson, Department of Insurance (DOI), reported that they have completed their RFP Evaluation Phase. All documentation is being reviewed by DGS Legal and they anticipate the contract award in late July. IV&V, IPOC, and PM contracts have already been awarded. The switch deployment is also complete. DOI is meeting with the Department of Technology Services (DTS) requesting dedicated resources for deployment.

CDI Telecommunications Infrastructure Replacement Project (TIRP) Status:

At the last meeting, Delegata stated they would be compiling a Lessons Learned at each phase of the FSR. Delegata presented a slideshow (attached) outlining the following: Business Objectives; Milestones; FSR Phase Recommendations; RFP Development Recommendations; Solicitation Phase Recommendations; Evaluation Phase Recommendations; and, Contract Process Recommendations.

Delays in the approval process included: 1) dedicated resources were hard to get in Control Agencies; 2) received more bidders in draft phase than anticipated taking longer to review; and, 3) DGS process changes in January created additional paperwork prior to finalization.

An attendee asked if the delay in procurement created an obsolete solution. Jerry Mercado stated they built in the RFP allowance of new versions of hardware and software to meet their continuing business needs. Roy did not feel the delays hurt the procurement.

Robert Melia reported that EDD is struggling with a support model and asked if DOI had the same issues. Jerry informed the group that it was definitely not going to take fewer resources in IT. He also stated that they have three dedicated PYs at this time and that they will re-evaluation a continued need for those dedicated PYs next FY. DOI will provide in future reports the cost of the project including resources.

Mary Hanson stated that Departments will need new skill sets for VOIP. Roy reported that they are defining their roles and responsibilities within the organization and data/telephone need to be in the same organization for it to work. Jerry added that DOI also redirected resources from the backend network and security for this effort; and they see security, networks, and VOIP interlaced.

A question was asked on who DOI met with during the RFP development; if external customers were included. Jerry stated that they met with all their call center managers for feedback. One of the goals for this project is to have standardization of responses to the same customer, which would include business re-engineering. Jerry reported that a Pilot would be run by Delegata and it is a great way to prepare the network; he considered it pre-production. Jerry concluded by stating they will support Telecommunication Devices for the Deaf and they have a risk mitigation plan if the phones go down and will keep some analog lines in case of emergency.

Terri Bollinger asked if there were any other State Agencies involved with IPTel activities at this time. EDD reported they are building an RFP. DCA has implemented some forms of VOIP, as well as SCIF.

Next Meeting: August 24, 2006