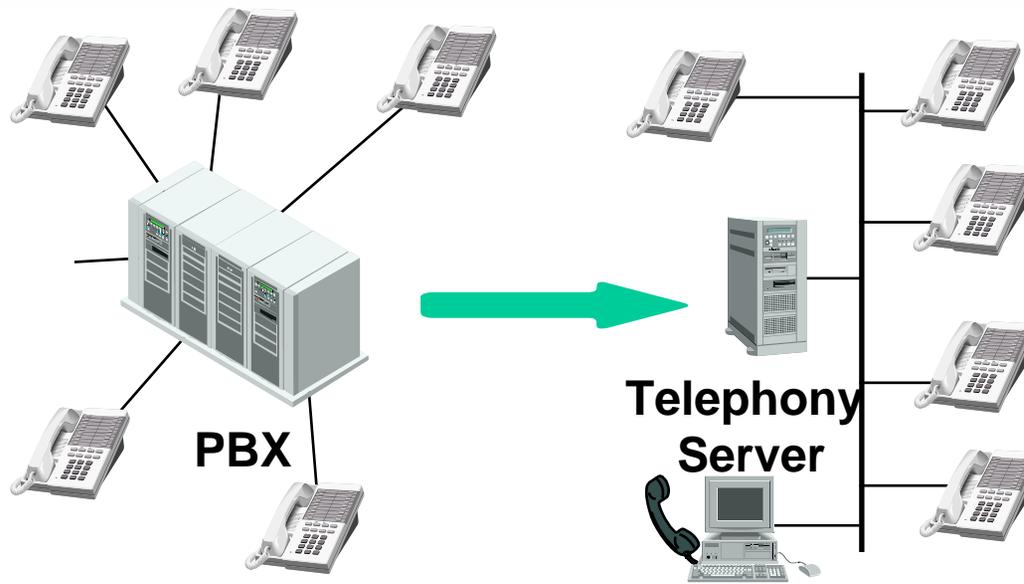


**IP Telephony Working Group
Meeting
June 23, 2005**

**State of California and
Delegata**

What is IP Telephony?

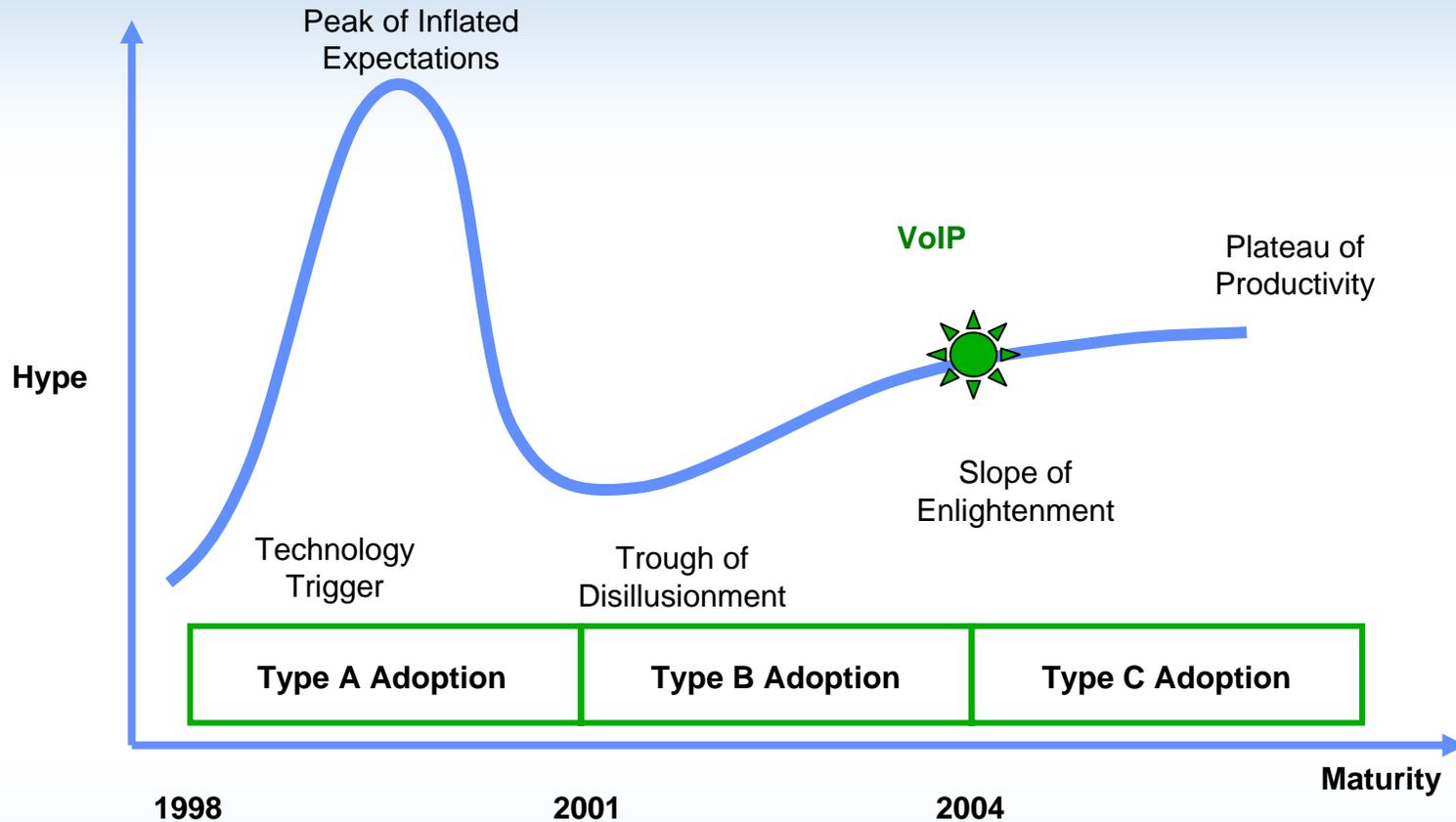
Voice traffic is transported by Internet Protocol (IP) packets instead of dedicated circuits



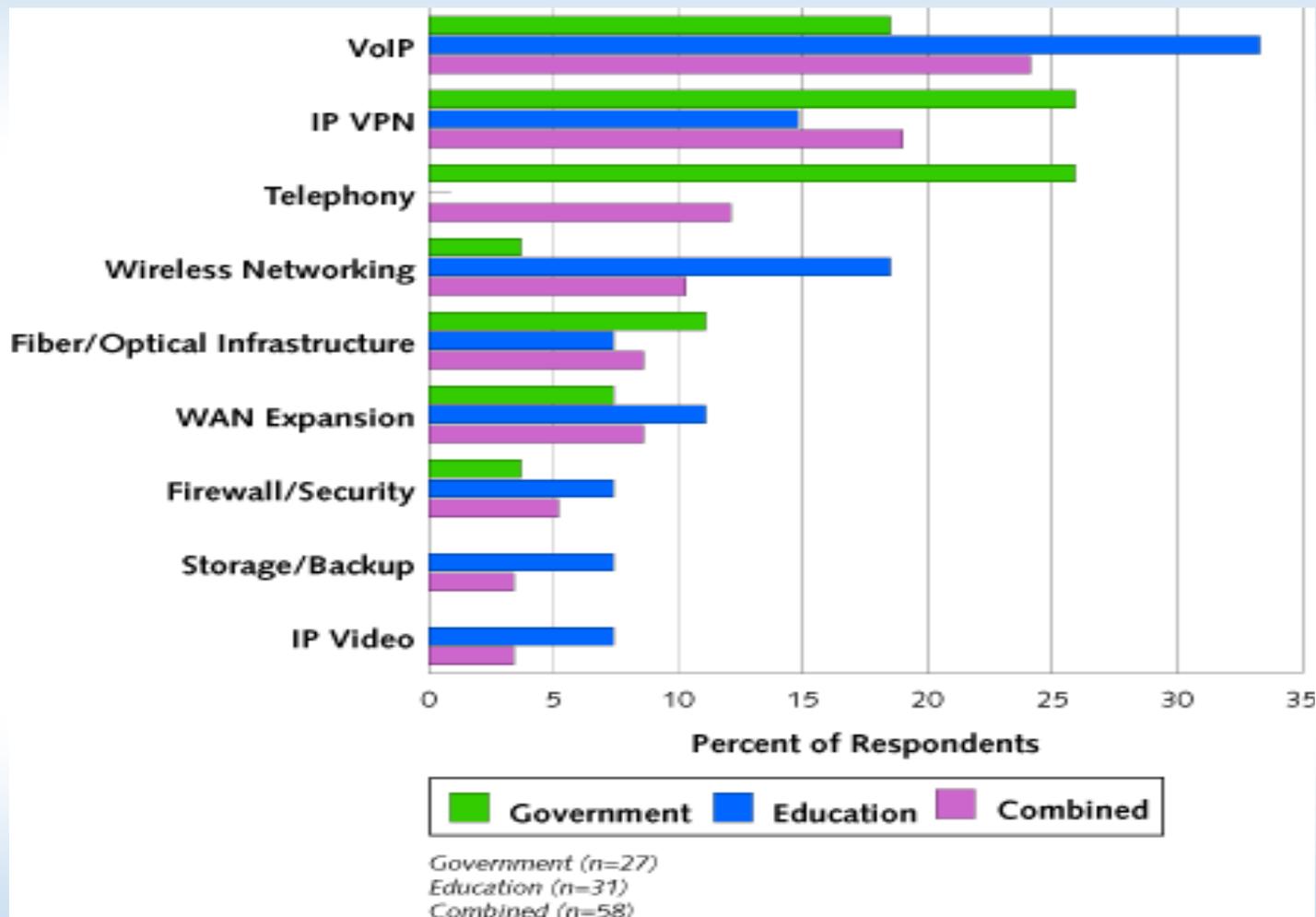
Also known as Voice over IP (VoIP)

Rapid adoption in both the Enterprise and Wide Area

Gartner Cycle of Technology Adoption



Yankee Group 2004 Survey



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/Add/Changes (MACs)
- Improved disaster recovery and business resumption
- Protection from technology obsolescence

Enterprise IP Telephony Challenges

- Voice Quality
 - Impairments due to packet delay, jitter, loss
 - Quality of service (QoS) needed for IP network
- Reliability
 - PBX System have “five nines” availability
- Security
 - Defend against virus, DOS attacks etc.
- Feature Sets
 - Self powering provided by 802.3af standard
 - E911 support not universal yet
- Open Architectures and Protocols
- Organizational and Implementation Issues

Telecommunications Infrastructure Replacement Project



California Department of Insurance

FSR Project Objectives

- Assess how to optimize the CDI's current voice and data telecommunications infrastructure.
- Develop an FSR to replace CDI's end-of-life statewide telephone system and modernize the Call Centers
- Establish a solid business case to support BCP

Business Objectives

- Allow CDI staff to better fulfill the CDI mission by providing reliable, secure, feature-rich, and easy-to-use telephony services
 - On-line help
 - Common voice mail system
 - Inter-department intercom and uniform dialing plan
- Enhance staff productivity through unified communications, unified messaging, and other enhanced services
 - Retrieve email and voice mail through a single interface
 - Login and personalize any phone as your own at any CDI office in the State
 - Determine status of remote end (“Presence”) before initiating call
- Reduce operational expenses
 - Reduces number of external phone lines and long distance charges
 - Consolidates network infrastructure and support staff
 - Simplifies Moves/Adds/Changes

Business Objectives

- Create an infrastructure that will provide Call Center modernization
 - Provides integrated IVR and ACD
 - Supports distributed and remote agents
 - Enables easier integration with applications
- Enhance customer service through multi-channel contact with CDI
 - Allows text and voice chat
 - Provides Contact Management Application with interfaces to CDI databases
- Improve emergency response and disaster business resumption capabilities
 - Enables off-site access to full telephony services and applications
 - Supports agents at remote sites during disaster situations
- Protect CDI investment from technology obsolescence
 - Selected technology is standards based and the industry direction
 - Investment and product support for traditional PBXs decreasing

Proposed Solution Costs

Direct Solution costs

- \$2,890,000
 - acquisition & installation of new statewide telephony system at all 14 CDI locations
 - Contact Center application integration to VoIP system
- \$ 675,000
 - switch upgrades across the enterprise
- \$ 750,000
 - contract services for RFP, IV&V, Oversight

Implementation Plan

Project Phase	July 05	Oct 05	Jan 06	Apr 06	Jul 06	Oct 06
Phase 1: Procurement						
Phase 2: Project Initiation and Planning						
Phase 3: System Architecture						
Phase 4: Implementation Preparation & Pilot						
Phase 5: System Deployment						
Phase 6: System Testing and Acceptance						
Phase 7: Project Closeout						