

Facilities IP Phone Upgrade and Deferred Maintenance

FY2012 Request: \$1,000,000

Reference No: 51825

AP/AL: Allocation

Project Type: Deferred Maintenance

Category: General Government

Location: Statewide

Contact: Cheryl Lowenstein

House District: Statewide (HD 1-40)

Contact Phone: (907)465-5655

Estimated Project Dates: 07/01/2011 - 06/30/2015

Appropriation: Statewide Deferred Maintenance Projects

Brief Summary and Statement of Need:

The Core Phone System for the SOA serves 15,000 customers at 120 buildings in Juneau, Anchorage, and Fairbanks together with several small outliers beyond those locations. In FY11, the SOA equipment will reach end of life, and end of support by the vendor. The risk to the state of failure of this equipment is a significant loss of telecommunication services to the State.

Funding:	FY2012	FY2013	FY2014	FY2015	FY2016	FY2017	Total
Gen Fund	\$1,000,000	\$500,000					\$1,500,000
Total:	\$1,000,000	\$500,000	\$0	\$0	\$0	\$0	\$1,500,000

<input type="checkbox"/> State Match Required	<input type="checkbox"/> One-Time Project	<input checked="" type="checkbox"/> Phased - new	<input type="checkbox"/> Phased - underway	<input type="checkbox"/> On-Going
0% = Minimum State Match % Required		<input type="checkbox"/> Amendment	<input type="checkbox"/> Mental Health Bill	

Operating & Maintenance Costs:

	<u>Amount</u>	<u>Staff</u>
Project Development:	0	0
Ongoing Operating:	0	0
One-Time Startup:	0	
Totals:	0	0

Additional Information / Prior Funding History:

No prior funding requested

Project Description/Justification:

The "Core" phone system for the SOA serves 15,000 customers at 120 buildings in Juneau, Anchorage, and Fairbanks together with several small outliers beyond those locations.

This project will manage a lifecycle Internet Protocol (IP) Phone System upgrade and ongoing maintenance for the State of Alaska (SOA) enterprise "Core" (Juneau, Anchorage, Fairbanks) existing phone system to assure stability while increasing reliability and availability by a substantial measure. This upgrade should occur every 4-5 years in line with the expected lifecycle of the hardware and software.

The SOA IP phone system's current version is at 4.xx and will be upgraded to 8.xx. This upgrade is required to maintain manufacturer support as the current software version is end-of-life in May 2011.

The system has a main Private Branch Exchange (PBX) cluster in each city. This system solution currently consists of Call Manager PBXs, Unity Voice Mail, E911 (emergency responder), a Unified Survivable Remote Site Telephony (SRST) at each building, and Call Detail Record (CDR) scripts. There is a limited deployment of computer telephony integration (CTI) services for less than 1,000 customers such as Call Center (IPCC), Interactive Voice Response (IVR) and other sub-systems.

The seven-year-old server hardware will be changed out during the upgrade. Redundancy and failover will be added to the design in order to backstop Juneau, Anchorage and Fairbanks services per the ETS DR/COOP plan. The Fairbanks location will move to the Fairbanks Regional Office Building (FROB). This project is a system lifecycle maintenance upgrade.

The Dial plan will be adjusted to accommodate the telecommunications industry standard Public Switched Telephone Network (PSTN) approach designed to reduce false 911 calls. The phone system's directory will be integrated with the SOA enterprise directory services to achieve economies of scale, prepare for new technologies and minimize support requirements. And the call center hardware and software (IPCC) will be enhanced to provide call queue services across Juneau, Anchorage, and Fairbanks.

In May 2011, the SOA equipment will reach end of life, and end of support by the manufacturer. Equipment reliability goes down significantly after end of life. If the phone system were to fail, this means telephone communication would not be available in the event of life and/or safety issues or for 911 calls. In addition to that, telephone communications will be unavailable to and from the general public and between staff of all agencies. Funding will be used to upgrade the equipment which is required to maintain manufacturer support.