



NGTS Release Calendar

State of Ohio

1. NGTS Self Admin Tool (VOSS)

- Business need: limited Agency Self admin capabilities address with secure and partial administration access such as password resets, line changes, vm changes
- POC - target beginning of Q4
- Pilot testing in Q4 with CBTS and multiple Agencies, K12 and Colleges
- Production target end Q4 2015

2. Centralized LDAP w State ID Domain

- Business need: Centralized user database for provisioning and authentication with possible integration with State LDAP. Links to NGTS Admin Tool and CCM User, VeraSMART, CAD agent, Call Recording.
- POC target end Q4 2015
- Prod No targeted date

3. UCCE (Cisco Unified Contact Center Enterprise)

- Business need: This is an Enhanced Offering on top of Express Call Center
- Prod - Q3 2015 – **Completed**

4. Toll Free (8XX Service)

- Business need: Allow current customers to purchase and port 8XX Numbers
- Prod - Q3 2015 – **Completed**

5. Call recording - New Platform and Vendor

- Business need: Multiple problems with old vendor support and platform
- Prod - Q4 2015

6. Yearly Failover Testing SOO

- June 2016

7. Yearly Pen Testing SOO

- NGTS Infrastructure October 2016
- ECC Infrastructure October 2016

8. Skype Integration to NGTS

- Testing and Integration – Q4 2015
- Prod with Beta testing – Q4 2015/Q1 2016