

NGTS – Release Calendar Extract – 01/21/2014

1. NGTS Admin Tool (ODOT Tool)
 - Business need: limited Agency Self admin capabilities address with secure and partial administration access such as password resets, line changes, vm changes
 - POC - target end of Sept
 - Pilot testing in November with CBTS and 12/18 with ODI,TAX, DAS
 - Production target 2/15/2014
2. Call Recording for Call Centers
 - Business need: Call Centers recording and TQM services as well as available for individual call recording on a subscription basis.
 - Issue: Upgrade did not resolve issue with initial vendor. New vendor kickoff is complete.
 - Kickoff with call recording vendor: 1/13
 - Integration and upgrade completion: 1/31
 - Operational readiness: 2/7
 - Production live target: 2/10
 - Testing and training: 2/21
3. VRF for Other than State adjustments associated with IT WAN Optimization
 - Part of VRF and WAN IT Optimization projects to provide security domains and choke points.
 - DAS / OARnet work – pending but prior to close of calendar year
 - CBTS effort: completed VRF turn ups, now working with optimization team on lab
4. Access-a-Phone
 - Business Need: Need to provide accommodations for those that may be audio or visually impaired
 - User Impact: No interruption necessary, can be installed as needed
 - Production Date: January 2014
5. Centralized LDAP
 - Business need: Centralized user database, possible integration with State LDAP. Links to ODOT tool and CCM User, VeraSMART, CAD agent, Call Copy
 - POC target Q1 2014
 - Prod No targeted date
6. Voice mail to Text in a multi-tenant environment
 - Multiple exchange services requires additional capabilities to augment existing infrastructure
 - POC - no targeted date
 - Prod – no targeted date
7. Billing Solution Alternatives to replace current FTP solution
 - Possible replacement of FTP service for detail records
 - POC target Q1 2014
 - Prod – Pending discovery
8. Agile Networks
 - Business need: Alternative Survivability, especially in remote areas and prisons
 - Prod – Pending Prioritization
9. Multipoint Video Conferencing
 - Business Need: Provide ability to VOIP phones Work with DAS to formalize solution set
 - Production – Q1 2014
10. Web Collaboration
 - Business Need: Provide tool for web collaboration for all state users
 - User Impact: TBD

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11. UCCE (Cisco Cisco Unified Contact Center Enterprise)

- Business need: Future need if and when State out grows Contact Center Express
- Prod - No targeted date