

Telecommunications Infrastructure Replacement Project

January through March 2007 Report

California Department of Insurance

04/12/2007





Project Accomplishments/Next Steps



❑ January

- ❑ Installed Equipment at all Locations
- ❑ Identified Reporting Requirements for Call Centers
- ❑ Finalized Requirement Definition Document
- ❑ Finalized all Test Cases

❑ February

- ❑ Configured all Software
- ❑ Implemented Quality of Service on the Wide Area Network (WAN)
- ❑ Finalized Master Test Plan
- ❑ Agreed upon Staff Training Methodology
- ❑ Rebaselined Project Work Plan



Project Accomplishments/Next Steps



March

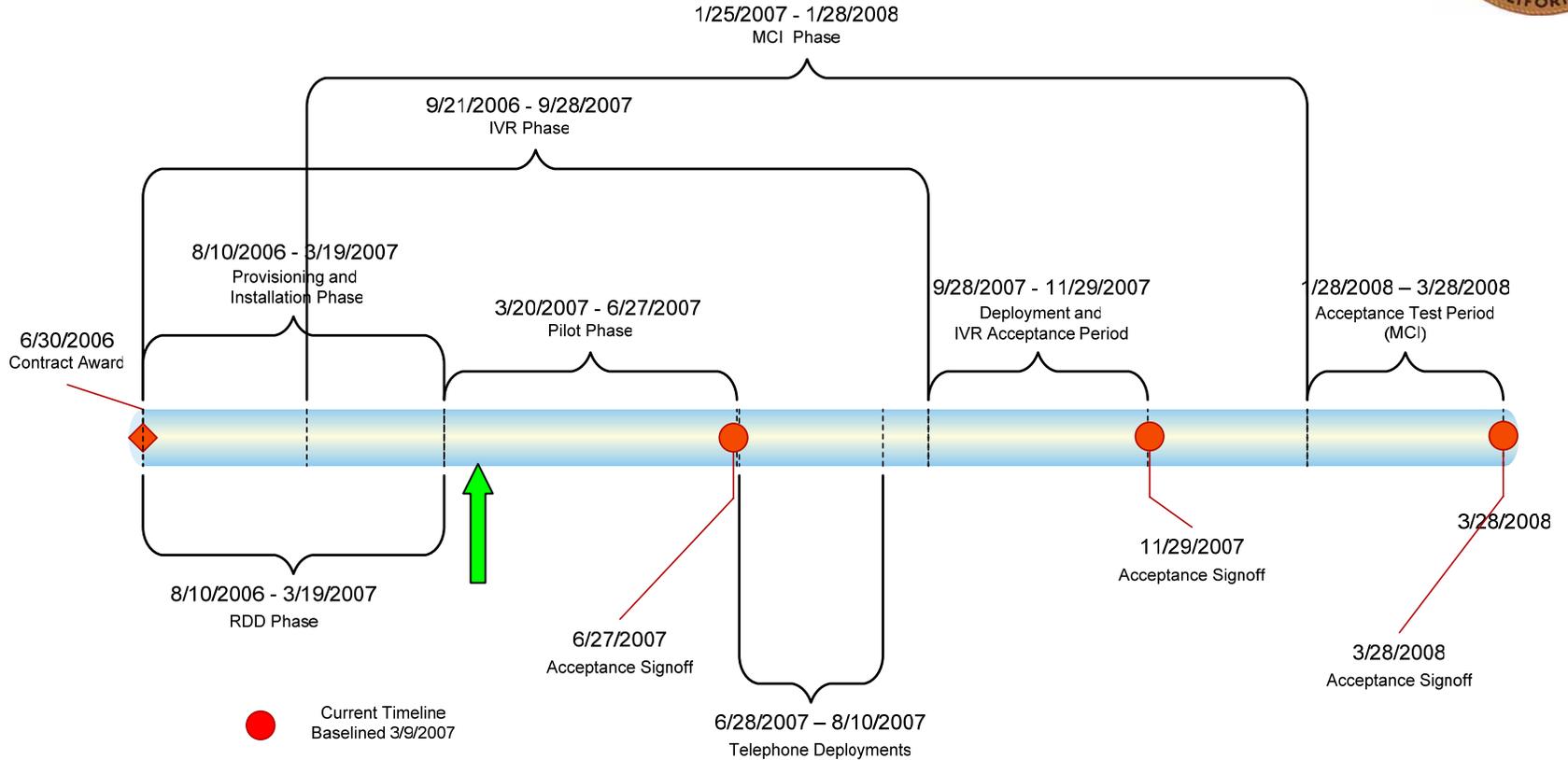
- Started Pilot Phase (3/20/07)
- Validated Quality of Service (QoS) on CDI network
- Finalized all Testing Deliverables
- Finalized Staff Training Plan
- Updated Requirement Definition Document (RDD)
- Rebaselined Project Work Plan
- Deployed all IP phones to CDI Pilot users

Next Steps

- Train 60 Pilot users/testers by 4/12/07
- Pilot completion by 6/27/07
- Upon successful pilot, deploy IP Phones to all CDI staff
- Complete Interactive Voice Response (IVR) system programming
- Full system acceptance by 11/29/07



Project Overview



CDI's VoIP Telephone and Call Center System

"Glossary of Benefits"

- Places e-mail, voice mail, and fax mail at the desktop (unified messaging).
- Can still pick up voice mail using the phone but phone message system will now tell you how many e-mails you have and who they are from.
- Provides 4 digit dialing (last four of your number) to reach any CDI employee.
- Provides extension mobility where the user can take their number from location to location just by signing onto the system.
- Allows you to have a CDI contact list to see if staff are in the office, away, traveling, etc. (presence capability).
- Internal calls (CDI to CDI) travel over the CDI data network unless capacity is reached at which time calls are routed over the public telephone network.
- Allows users/agents to be connected from off-site locations (e.g., Disaster Assistance Center).
- Built-in failover to the public telephone network if CDI's network fails.
- Opens additional communication avenues for callers to contact CDI (Multi-Channel Integration).
- Provides word recognition (ease of use) to callers for call center contact.
- Protect CDI investment from technology obsolescence.