

Telecommunications Infrastructure Replacement Project

July 18, 2007 Report

California Department of Insurance

07/18/2007





Project Accomplishments



April

- Configured all Software
- Implemented Quality of Service on the Wide Area Network (WAN)
- Finalized Master Test Plan
- Trained 60 Pilot users/testers
- Rebaselined Project Work Plan
- Vendor conducted 30 day functional testing

May

- CDI tested system against RFP Requirements

June

- System passed 30 day continuous operation phase
- Pilot system accepted (infrastructure + 60 pilot users statewide)



Project Accomplishments/Next Steps



□ July

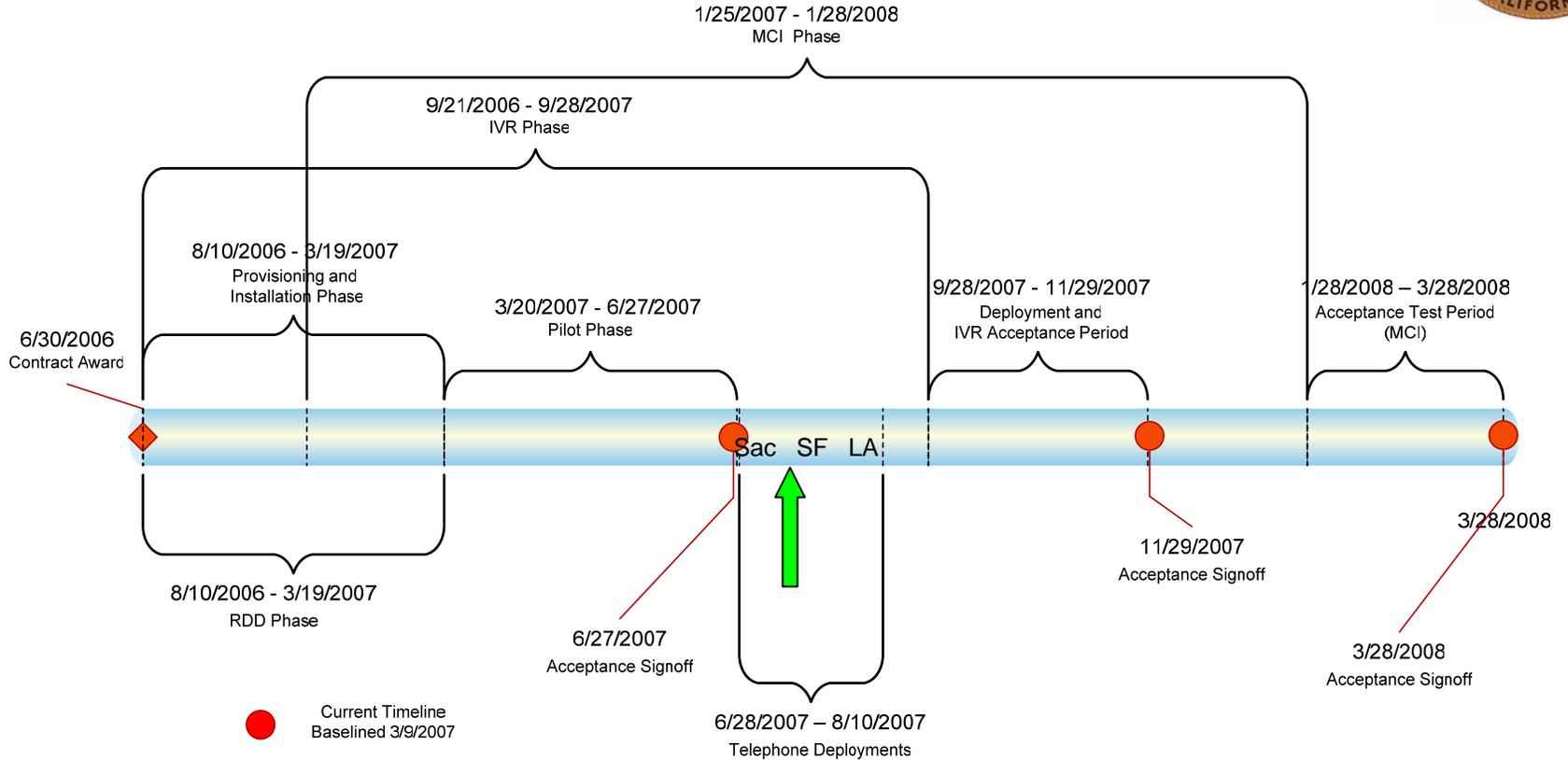
- 1st deployment of IP phones completed 7/13-18 (505 IP phones for Sacramento and its satellite offices)
- 2nd deployment of IP phones scheduled to start 7/30 for San Francisco and its satellite offices

□ Next Steps

- Complete 2nd deployment of IP phones by 8/10
- Complete 3rd deployment of IP phones for L.A. and its satellite offices by 8/24
- Complete Interactive Voice Response (IVR) system programming/testing by 9/27
- Full phone 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 and defined features 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.