

Project	Agency/Department	Category	Goal	Planned Cost	Objective
Consolidated Information Technology Infrastructure Program (CITIP) Project	Dept of Corrections and Rehabilitation	Network/Telecom	Improve Performance and Cost-Effectiveness of Infrastructure	\$ 276,707,845.00	The project will triple the size of the DCR data communications network (adding approximately 21,000 new connections), increase network bandwidth, and replace 3270 terminals with PCs. The CITIP will also address electrical power needs for the new infrastructure.
Unemployment Insurance Modernization (UI MOD)	Labor/Employment Development Department	Network/Telecom	Improve Access to Government Services	\$ 112,984,247.00	This project will allow Employment Development Department's (EDD) customers to submit certifications for Unemployment Insurance (UI) benefits via the Internet or the telephone. It will also allow customers to submit address changes via the Internet. Additionally, the project will completely replace the EDD's current UI call center platform and will greatly increase the EDD's ability to handle its call volumes.
BAR/Electronic Transmissions Project	State & Consumer Svcs/Dept of Consumer Affairs-Regulatory Bds	Network/Telecom	Improve Performance and Cost-Effectiveness of Infrastructure	\$ 44,557,051.00	This project will procure and implement a replacement for the statewide electronic transmission network and associated systems used to operate the State's Smog Check Program.
Computer Aided Dispatching	Resources/Dept of Forestry and Fire Protect	Network/Telecom	Improve Performance and Cost-Effectiveness of Infrastructure	\$ 25,711,548.00	This project will provide a computer-aided dispatching system to handle wildland emergency responses by 21 Command Centers. This is a public safety project that will allow quicker response to incidents and more efficient use of resources.

Computer Aided Dispatch Replacement Installation Project	BT&H/Dept of the California Highway Patrol	Network/Telecom	Improve Performance and Cost-Effectiveness of Infrastructure	\$ 23,033,257.00	This project will procure a commercial-off-the-shelf computer aided dispatch (CAD) product to replace CHP's aging CAD system. The proposed project includes a limited pilot of automated vehicle location functionality, which will improve officer safety by enabling the communications centers to know an officer's location even if the officer is unable to respond.
Telephone Service Center Replacement	BT&H/Dept of Motor Vehicles	Network/Telecom	Improve Performance and Cost-Effectiveness of Infrastructure	\$ 21,239,097.00	This project will replace the nine independent telephony systems in use in the Telephone Service Centers with a single virtual system. The DMV will undertake a business-based procurement to replace the telephony systems. Once replaced, the new Telephone Service Center systems will have the ability to handle future growth, quickly recover from any single component failure, and manage the distribution of calls amongst the service centers.
Public Safety Technology Modernization	Resources/Dept of Parks and Recreation	Network/Telecom	Improve Performance and Cost-Effectiveness of Infrastructure	\$ 10,942,885.00	This project will implement a new computer-aided dispatching, records management system, and mobile suite of application modules, with associated hardware, software, and services. This system will provide the DPR with greater capability to continue critical public safety operations during an emergency, as well as provide for effective daily public safety, rescue, and resource protection response.
CLETS Migration	Dept of Justice	Network/Telecom	Improve Performance and Cost-Effectiveness of Infrastructure	\$ 9,356,000.00	This project will migrate the existing California Law Enforcement Telecommunications System (CLETS) to allow for compatibility with other existing systems, improve CLETS search capabilities, add new functionality, accommodate transaction growth, and facilitate future support.

Telecommunications Infrastructure Replacement Project	Dept of Insurance	Network/Telecom	Improve Performance and Cost-Effectiveness of Infrastructure	\$ 8,740,390.00	This project will implement Voice over Internet Protocol (VoIP) to replace CDI's existing telephone infrastructure and hardware (including handsets and automatic call distribution system), and reduce CDI's cost associated with long distance calls.
Network Refresh Project	EPA	Network/Telecom	Improve Performance and Cost-Effectiveness of Infrastructure	\$ 4,157,388.00	This project will replace the current network access layer switches, as well as the distribution layer switches and other necessary hardware with a shared environment configuration. This includes the purchase and installation of approximately 50 new access layer and distribution layer switches and the telecommunications cabling needed to support the operation of the network.
Ward Information Network Prison Law Office Changes (WINPLO)	Dept of Corrections and Rehabilitation	Network/Telecom	Improve Performance and Cost-Effectiveness of Infrastructure	\$ 3,673,500.00	This project will assess and upgrade the wide area network in the Division of Juvenile Justice, support and maintain the Ward Information Network system, add network redundancy, and develop and implement the Prison Law Office requirements. The project includes enhancements and additions to a number of functional areas for ward case management.
Interactive Voice Response System Improvement (IVR)	BT&H/Dept of Real Estate	Network/Telecom	Improve Performance and Cost-Effectiveness of Infrastructure	\$ 2,539,827.00	This project will replace DRE's existing call center system. The DRE will upgrade the existing call center system to improve performance, provide a suitable method for mobile clients to obtain information, and increase the number of calls serviced from 42 to 89 percent without increasing DRE staff.

Network Relocation Project	HHS/Dept of Rehabilitation	Network/Telecom	Improve Performance and Cost-Effectiveness of Infrastructure	\$ 698,000.00	This project will relocate the Department Headquarters to Office Building Ten and maintain network connectivity during the move between Headquarters and the field offices around the state to minimize the effects to the Department's staff and customers.
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