Voice Mail System Replacement
(P340700)

Category	General Government	Date Last Modified	01/02/18
SubCategory	Technology Services	Administering Agency	Technology Services
Planning Area	Countywide	Status	Under Construction

EXPENDITURE SCHEDULE ($000s)

Cost Elements	Total	Thru FY17	Est FY18	Total 6 Years	FY 19	FY 20	FY 21	FY 22	FY 23	FY 24	Beyond 6 Years
Other	1,540	1,540	-	-	-	-	-	-	-	-	-
TOTAL EXPENDITURES	1,540	1,540	-	-	-	-	-	-	-	-	-

FUNDING SCHEDULE ($000s)

Funding Source	Total	Thru FY17	Est FY18	Total 6 Years	FY 19	FY 20	FY 21	FY 22	FY 23	FY 24	Beyond 6 Years
Current Revenue: General	1,540	1,540	-	-	-	-	-	-	-	-	-
TOTAL FUNDING SOURCES	1,540	1,540	-	-	-	-	-	-	-	-	-

APPROPRIATION AND EXPENDITURE DATA ($000s)

Appropriation FY 19 Request	-	Year First Appropriation	FY07
Appropriation FY 20 Request	-	Last FY's Cost Estimate	1,540
Cumulative Appropriation	1,540		
Expenditure / Encumbrances	1,540		
Unencumbered Balance	-		

Project Description

The Voice Mail System Replacement project will ensure the telecommunications infrastructure remains a reliable and viable system which is essential to all county employees and citizens. The project provides for upgrading to the S8710 PBX platform with Communications Manager Release 3.0, which will give the County significant new business continuity and survivability capabilities. An upgrade to modular messaging voicemail will allow the County to replace an end-of-life system that has limited ability to add new voicemail boxes with one where messages can be retrieved via phone or computer - either through web browser or as part of the County's Exchange system and allow for creation of additional voicemail boxes for new employees. This will enable workers to more quickly respond to messages, even when working remotely. It will also be possible to add optional capabilities in the system that offer the ability to speech enable email, facsimile, calendar, and calling features. The Modular Messaging voice mail system can integrate with Outlook Exchange, as well as Web browsing technology, which enables the County to further leverage converged network components. Converged network components translate into lower capital expenses and lower management cost. These features are particularly valuable in highly congested areas, because they allow workers to retrieve and respond to important emails during long commutes. Similarly, County citizens depend on the same infrastructure and telephone applications to access County employees and/or systems for information necessary to meet their needs. This voice mail system replacement project upgrade will keep the PBX platform in a healthy, evolutionary upgrade mode, which will

prevent the need for an expensive replacement in the future.

Estimated Schedule

Project recommended for closeout in FY19.

Project Justification

Upgrading to the S8710 PBX platform with Communication Manager Release 3.0 will provide Montgomery County with significant new business continuity and survivability capabilities. Enterprise survivable servers provide redundant and nested survivability for individual sites, network segments, and/or the entire network. By leveraging the distributed capability of IP and the unique capabilities of the Avaya architecture, the system can be optimized to provide both increased levels of survivability across the entire network, or at selected locations. Upgrading to the platform will improve the ability to provide the same level of availability and features to separate locations/systems by enabling them to cost-effectively be migrated into the core system and provide secure support for employees to work remotely if they cannot get to their office because of disaster or other event (weather, traffic). An upgrade to the modular messaging voicemail system will allow the County to replace a system that has reached the end of its useful life with one that leverages the County's current investment. The County will receive economic credit for the licenses in use in their current systems as they migrate to Modular Messaging. Users will also have the same telephone user interface with the new system and will be able to access their messages via a web-browser (if enabled by the County), thereby enabling them to retrieve them remotely, retrieve messages via their Outlook clients, and optionally integrate e-mail, and fax with their voice mail retrieval, including providing the ability to speech enable their access to these messages. Upgrade of Multi-Level Precedence Preemption (MLPP) to release 3.0 will provide new capabilities for Homeland Security, VOIP (Voice Over IP) Certification and Interoperability, STE (Secure Terminal Equipment) support, and Joint Interoperability Test Command (JITC) certification. The Modular Messaging voicemail system can integrate with Outlook Exchange, as well as Web browsing technology, which enables the County to further leverage converged network components. Converged network components translate into lower capital expenses and lower management cost, while increasing system reliability. The certification process is based on a master test plan containing all DOD PKE requirements and associated tests. JITC certification ensures: (1) compliance with DOD policy; (2) confidence that the application is interoperable with the DOD PKI; and (3) confidence that the application is properly and securely using the infrastructure. The Public Key Infrastructure (PKI) test laboratory performs interoperability testing and certification for Public Key Enabled (PKE) products according to the Department of Defense (DOD) Public Key Infrastructure (PKI) requirements. It is DOD policy that enabled applications be tested to ensure interoperability and compatibility with the DOD PKI. The lab supports this policy through the interoperability certification process.

Fiscal Note

The PDF reflects a reduction in FY10 expenditures and funding and FY11 Current Revenue appropriation as part of the FY10 Savings Plan. In FY15, $1,500 (depicted as $2,000) in Current Revenue was transferred from #340700 to #319485. In FY16, $56,000 in Current Revenue was transferred to the Integrated Justice Information Systems CIP (#340200).

Coordination

All County Departments and Agencies, Avaya