



Committee: GO
Committee Review: Completed
Staff: Dr. Costis Toregas, Council IT Adviser
Purpose: Final action – vote expected
Keywords: #telephony, #software defined telephony, #Avaya

AGENDA ITEM #17
 May 11, 2022
Action

SUBJECT

Telecommunications Non Departmental Account

EXPECTED ATTENDEES

None

FY23 COUNTY EXECUTIVE RECOMMENDATION

NDA- Telecommunications		
	FY22 Expenditures	FY23 Budget
Maintenance: cloud platform annual agreements & public safety	1,150,100	824,104
Service: local telecom, public safety, sip & trunk, internet	3,982,532	4,532,278
Contract: audit	223,750	0
Total	5,356,382	5,356,382

COMMITTEE RECOMMENDATIONS

The Committee, on a unanimous 2-0 vote of those members present, recommended the Telecommunicationst Non Departmental Account budget of \$5,356,382 as proposed by the County Executive to the Council after a full discussion.

SUMMARY OF KEY ISSUES

The Committee reviewed the issues in the Staff analysis packet starting on page 1. Major issues included:

- The upcoming shift of all County telephone services to a hybrid, cloud-based solution
- The contracting for support by Avaya that will provide “Voice Cloud Instance” services
- The development of a phased approach so that ultimately all users will no longer depend on on-premise equipment but be using cloud services and “soft phones”

This report contains:

Committee Staff Report
 Telecommunications NDA budget submission

Pages 1-3
 © 1

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MEMORANDUM

April 26, 2022

TO: Government Operations and Fiscal Policy Committee
FROM: Dr. Costis Toregas, Council IT Adviser
SUBJECT: FY23 Operating Budget for Telecommunications Non Departmental Account

Expected to attend:

- Gail Roper, Chief Information Officer, Department of Technology and Enterprise Business Solutions (TEBS)
- Joe Webster, Chief Broadband Officer, TEBS
- Allison Dollar, Chief Budget Officer, TEBS
- Julie Knight, Fiscal and Policy Analyst, Office of Management and Budget (OMB)

Documents for Committee review:

1. Budget submission detail (©1)

Telecommunications NDA
FY23 COUNTY EXECUTIVE RECOMMENDATION

NDA- Telecommunications		
	FY22 Expenditures	FY23 Budget
Maintenance: cloud platform annual agreements & public safety	1,150,100	824,104
Service: local telecom, public safety, sip & trunk, internet	3,982,532	4,532,278
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Council staff *recommends the acceptance of the Telecommunications NDA budget at the level of \$5,356,382* that the County Executive has submitted.

Introduction

The Telecommunications program “... provides the operating expenses appropriations for telecommunication charges incurred by departments, including land-line charges and Private Branch Exchange System (PBX) maintenance and support charges. Prior to FY17, the Department of Technology Services charged individual departments and funds for expenses incurred....”.

The County currently has over 13,600 users on an aged premised based telephone system. TEBS plans to decommission the premised based telephone system. To minimize and mitigate service risk associated with the transition, TEBS will develop a connectivity activation strategy that will enable the migration of telephony voice functions to a Hybrid / Cloud system that can integrate with Microsoft Teams. The process will involve mapping out the Service Delivery stages to ensure a smooth and orderly transition from the County’s existing premised based telephone system to the Avaya OneCloud Telephony Service. All UCaaS functions that are done in Microsoft Teams will remain. The only difference is when a user clicks the phone icon and get dial pad, that dial pad and all feature functionality is driven by Avaya cloud solution. The Avaya Plug-in will provide interfaces within Microsoft Teams. When users log-in, they will have access, via Active Directory and 2 Factor Authentication to see you voice .wav files and emails.

In order to better understand the activities and changes within the recommended budget, Council staff raised a number of questions to understand the expenditures and increases included in the budget and received the following responses from the Executive branch. It might be helpful for the Committee to review each answer and provide suggestions and direction during the worksession.

POLICY QUESTIONS

The Telecommunications NDA has funded the total replacement of the telephony infrastructure in a 3-year rolling replacement project and was expected to be terminated this year. Please explain the request for additional support.

The previous telephony strategy was reevaluated based on functional needs during the pandemic. It was determined that a more functional and cost-effective strategy that allows for leveraging existing investments would be deployed. Due to the reevaluation; the previous timeline required expansion.

MANAGEMENT QUESTIONS

There is no updated information provided in the NDA text on p72-24 of the recommended budget document regarding this program; please describe.

The Telecom NDA provides the operating expense appropriations for telecommunication charges incurred by departments. The NDA will also provide annual operating expense subscription appropriations for the Avaya Voice Cloud initiative.

OPERATIONS QUESTIONS

With the transition to working from home and the introduction of O365, the desire to see telephony transition to software-defined systems and no desktop units has grown; is that included in the plan for FY23? Please provide details.

The Council approved the replacement of a 20-year-old telephone system that is expected to be migrated to a hybrid, cloud-based system in a series of phases. Timelines are dependent on the creation of a new contract barring any procurement challenges or delays. The Avaya Cloud Contract has been approved by the Contract Review Committee. The new contract will continue to provide maintenance services to our premise-based phone systems so that there won't be any disruption of services in parallel with the creation of the voice cloud instance. Upon successful completion of the Voice Cloud Instance, TEBS will start migrating the premise systems to the cloud. This migration will be executed in phases. During the migration period, some users will be on the old system while others are on the cloud. TEBS and Avaya will have a series of meetings to determine how long it will take to complete the Voice Cloud Instance and migration process. The following is the projected project timeline.

Phase 1- Summer of 2022

1. Creation of the Voice Cloud Instance (In Progress)
 - a. Stand up the cloud infrastructure needed to transition premise-based telephones to VoIP Softphones to include mobile apps.
2. Begin Migration of Legacy Platform Users
 - a. Seamless transition to VoIP Softphones, Mobile App, and associated telephony processes.
3. Stand up Hybrid Connection to allow interoperability between Cloud Instance and Cloud-based Hybrid Endpoints) (In Progress)

Phase 2- By End of Calendar Year 2022

Begin Migration of designated users to the Cloud Instance to include seamless transition of existing VoIP phones to softphones. Specific sites will be decommissioned from the PBX as they are transitioned to the Cloud Instance.

☼ Takoma Park Library Annual Payments

The annual amount provided in this NDA is a function of County expenditures for the Montgomery County Public Libraries (as a share of property tax-funded spending) and the City of Takoma Park's assessable base. The payment is authorized by Section 2-53 of the Montgomery County Code.

FY23 Recommended Changes	Expenditures	FTEs
FY22 Approved	176,742	0.00
Decrease Cost: FY23 Reimbursement Calculation Decrease	(8,831)	0.00
FY23 Recommended	167,911	0.00

☼ Telecommunications

This NDA provides the operating expenses appropriations for telecommunication charges incurred by departments, including land-line charges and Private Branch Exchange System (PBX) maintenance and support charges. Prior to FY17, the Department of Technology Services charged individual departments and funds for expenses incurred.

FY23 Recommended Changes	Expenditures	FTEs
FY22 Approved	5,356,382	0.00
FY23 Recommended	5,356,382	0.00

☼ Vision Zero

This NDA provides for the planning and implementation of educational, enforcement, and engineering efforts to reduce the number of traffic related fatalities to zero. This could include activities such as targeted enforcement of distracted and aggressive driving; educational campaigns to increase driver awareness of pedestrians and bicyclists; or designing roadways to reduce conflicts and enhance safety.

FY23 Recommended Changes	Expenditures	FTEs
FY22 Approved	180,171	1.00
Increase Cost: Annualization of FY22 Personnel Costs	5,186	0.00
Increase Cost: FY23 Compensation Adjustment	1,764	0.00
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.	2,442	0.00
FY23 Recommended	189,563	1.00

☼ Working Families Income Supplement

This NDA provides funds to supplement the State's Refundable Earned Income Tax Credit (EITC). The intent of the Working Families Income Supplement is to provide financial assistance to low-income working families in Montgomery County. The County, through the NDA, reimburses the State for the cost of the refund and related administrative expenses. The amount reflected for FY23 reflects utilization of \$25 million in funding the County received from the American Rescue Plan Act.

FY23 Recommended Changes	Expenditures	FTEs
FY22 Approved	45,105,090	0.00
FY23 Recommended	45,105,090	0.00

☼ WorkSource Montgomery, Inc

This is the private non-profit corporation authorized by Council Resolution 18-295 as the County's designated workforce development corporation. WorkSource Montgomery, Inc. has been designated to implement the County's workforce development policies established by the Workforce Development Board to promote job growth and talent attraction.

FY23 Recommended Changes	Expenditures	FTEs
FY22 Approved	1,445,594	0.00
Add: Employment & Training Services for Immigrants	350,000	0.00
Add: Re-Entry: Coding Our Way Home	317,000	0.00