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Technology Solutions *for* Mississippi Government

Telecom Services Customer Forum

October 4, 2012

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Changes in our Environment

- **New State Data Center**
- **New Executive Director**
- **New State Portal www.ms.gov**
- **New ITS Website www.its.ms.gov**
- **New Direction in IT Services**
- **Changes in our IT Environment**

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State Calling Cards

- Contract expires June 30, 2013
- Diminishing volume of calls (less than 23,000 minutes annually)
- Less than 300 individual active users since 2007
- Actively working with agencies to deactivate cards
- Concerns about fraud

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On-Line Government Directory

- No longer viable to publish a printed directory
- Everything being pushed to on-line services
- Requesting agencies update their employee listings
- Changes to the on-line directory (date stamps on when last update was done)

http://dsitspe01.its.ms.gov/its/webphone.nsf/home

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Audio & Web Conferencing

- Contract expires in June 2013
- Looking to replace with enhanced solution to include audio, web, and video capabilities
- Better pricing with better chairperson controls
- Requesting top agency users to assist with specs and evaluation

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Videoconferencing

- Firewall traversal capabilities already in place
- Hosted verses state-owned MCU and scheduling appliances
- Standards (e.g. dial plan) and integration with other systems (collaboration)
- Don’t forget about <u>your</u> network!!!
- Need to know what agencies are planning to be better prepared to meet your needs

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CapCom Phone Rental Charges

- Moved from a monthly set rental to a lease-purchase business model (July 2011)
- No longer charging for 8400 and 6400 series set rentals
- Will continue to provide 6400 series sets as long as supplies last
- Chargeback for newer digital set types on a 12 month return

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CapCom E911 Capabilities

- Enhancing caller information provided to local PSAP for emergency situations
- Required to validate number information database
- May need your help to fully validate telephone number location
- City of Jackson's appreciation of project
    - Accurate information to relay to Capitol Police
    - Accountability for calls

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Long Distance Migration

- BSLD contract within AT&T near expiration
- All states and state entities required to migrate from BSLD to AT&T long distance - Includes Toll Free, and out-of-state calling (with and without authorization codes)
- Mississippi migration scheduled October/November timeframe
- Agency notifications to be sent once dates are set

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Changes within AT&T

- RFP 4000 for statewide voice and data services is set to expire in June 2016, unless 2 year extension is approved
- Company still struggling to find new identity
- Yes, we still have problems from the merger
- New services being offered under AT&T umbrella
  - New Ethernet based services
  - Hosted VoIP (business in a box) solution

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ITS Managed VoIP

- All systems and gateways are now VoIP enabled
- Core and WAN capable of supporting QoS
- Limited deployment of VoIP to the desktop
- Integrating SIP into the telephone network
- Preparing PBX to integrate with other IP systems
- System evaluated for security vulnerabilities

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ITS Managed VoIP

Can agencies deploy VoIP to the desktop?

ITS Managed VoIP

Can agencies deploy VoIP to the desktop?

- Depends on commitment, infrastructure, and understanding of your new responsibilities

ITS Managed VoIP

What is required to move to a VoIP network?

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ITS Managed VoIP

What is required to move to a VoIP network?

- Letter of agreement
- Evaluation of current voice and LAN environment
- Security requirements
- Cost benefit analysis
- Determine acceptable availability
- Buy-in from staff and executive level

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Change to the Dial Plan

- Moving from a 5 digit to a 10 digit dial plan for PBX customers
- Holistic change in the way we dial telephone numbers
- Not something that we want to do, but necessary for integration into other systems and future growth
- When? Maybe November 2012 or May 2013

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Change to the Dial Plan

What will be impacted by the change?

- Call transfers, intercom calls, paging systems, speed dials, IP phones, making local and long distance calls
- Phase 2 will provide short dial capabilities for larger agencies that desire this feature

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Commodity Internet Access

- Moved from MPLS-attached access to dedicated access with diverse paths to New Orleans and Atlanta
- Adding Distributed Denial of Service (DDoS) protection to Capitol Complex access circuits
- Current levels of access:
    - Dedicated at 5.5Gig (Capable of moving to 20Gig, if required)
    - MPLS-attached 2.5Gig

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Core Data Network Infrastructure

- Very stable with redundant, diverse, and resilient connections to agencies and between the fiber network nodes (Woolfolk and New State Data Center)
- Customer facing bandwidth available from 100Meg to 10Gig
- 40 Gig backbone across the CapCom network
- Access to WAN (StateNet) up to 1.8Gig, if needed

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Firewall Service Module

- Upgrading core with Cisco 6513e with ASA blade to support hosted applications
- Side benefits include:
  - Improved performance (40Gig to 80Gig per slot)
  - 100Gig ready
  - Virtual firewall offering available to agencies
  - Offers alternate paths for remote sites to access Internet, two data centers and HQ location

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Technology Solutions *for* Mississippi Government

Who You Gonna Call?

Network Operations Center

www.its.ms.gov

October 2012

ITS Service Center

Time: 7:30 a.m. – 5:30 p.m. M-F

Self Service at https://servicedesk.dc.ms.gov

Telephone 601-432-8080 (2-8080 inside Capitol Complex)

866-850-5173 (Toll Free outside Jackson Metro)

Email to: service.center@its.ms.gov

ITS Service Center

Contact the ITS Service Center for:

- Data Network Problems
- Telephone Problems
- DNS requests
- Open Systems (Requests and Problems)
- Mainframe (Requests and Problems)
- If you just don’t know who to call, call us, and we’ll get you pointed in the right direction

ITS Procurement Help Desk

8:00 a.m. -12:00 p.m. & 1:00 p.m. – 5:00 p.m. M-F

Telephone Number 601-432-8166

E-mail isshelp@its.ms.gov

www.its.ms.gov follow the procurement links
Questions about procurements and procedures
Questions about EPL products and procedures
Refer Vendors that “want to do IT business with the State”

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Technology Planning

www.its.ms.gov

October 4, 2012

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Introduction

Information Technology (IT) has become increasingly important to the efficient and effective operation of state government.

Carefully selected IT projects yield significant benefits, including increased productivity and improved service delivery.

Through careful IT planning and coordination of purchases, agencies can take advantage of sophisticated technological solutions and meet their communications needs in a cost effective way.

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Why Plan?

The planning process provides a method for determining:

- **How well technology is currently meeting your business needs.**
- **Helps to identify technology gaps that could improve service and performance.**

The Mississippi State Legislation requires the Mississippi Department of Information Technology Services (ITS) to obtain, review, and approve IT plans which include current and proposed IT projects along with their associated costs.

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Why Plan?

Once all IT plans are collected and reviewed, the information is compiled into reports that are evaluated for:

- **Statewide infrastructure impact and needs.**
- **Procurement requests that could take advantage of volume purchase agreements.**
- **IT training and education opportunities.**
- **Consulting service requests.**

The information from the IT plans is also used in the State's *Strategic Master Plan for Information Technology* presented annually to the Governor and Legislature for them to better allocate fiscal resources to best achieve statewide IT goals.

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The Planning Methodology

Step One - Establish an IT Planning Team

- Designate an IT Planner
- Involve a senior manager
- Establish a Steering Committee

Step Two – Review Strategic Information

- Review the Agency Business Plan
- Review the Agency Strategy Statement and Goals
- Identify or define resources required to support goals
- Review Existing Hardware and Software Applications

Step Three – Identify Opportunities for Improvement

The Planning Methodology

Step Four – Establish Priorities for Projects

- How important is it to the mission of the agency?
- What priority is it given by executive management?
- What is the value based on the cost to benefit ratio?

Step Five – Prepare the Agency IT Plan

- Prepare or enter an IT Project Form for <u>each</u> new, in-progress, or planned project.
- Have the CEO or CIO review and approve the IT Plan.

Step Six – Electronically Submit the IT Plan to ITS

- Plans are due by September 1 of each calendar year.

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The IT Planning System

The IT Planning System is a web based application, available to all Agency Planners.

The URL for the system is https://www.appsd.ms.gov/ITPlan.

Agency Planners should contact ITS for system access and training on the application.

The ITS Planning staff is available to provide technology planning assistance and training at no cost.

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The IT Planning System

User ID

Password

Login

Change/Reset Password

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Information Technology Long-Range Plan
For Fiscal Years 2013 - 2015

Agency Name:
Mississippi Public Broadcasting
3825 Ridgewood Road
Jackson, MS 39211

Prepared By:

Plan Status: Not Yet Submitted

Authorized Editors:

Date Submitted:

Date Reviewed:

Date Approved:

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IT Planning

Ongoing Form | Cancel Edit | Save Project

Information Technology Project Form
Mississippi Public Broadcasting

More Information

Project Name			
Agency Project ID		ITS Project ID	
Fund Number		Project Status	Active
Start Date (mm/dd/yyyy)	Select Date	Project Created	10/03/2012
Completion Date (mm/dd/yyyy)	Select Date	Last Modified	10/03/2012
Contact Name	<select a planner>	Phone	
Related Procurements		E-Mail	

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* Required to save as an active project.

1.* Briefly describe the business need driving this project and provide details on the proposed solution. More Information

2.* Briefly identify any potential savings and/or anticipated benefits related to this project. More Information

3. Progress to Date: What has been done related to this project, including an communications with ITS staff (Data/Telecom/Procurement/Planning/Other)?

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4. If this is an existing project, please identify all vendors and/or contractors.

5.* Do you anticipate initiating a procurement on the project in the current fiscal year? ◯ Yes ◯ No

6.* Is this project funded, in whole or in part, by American Recovery and Reinvestment Act (ARRA) funds? ◯ Yes ◯ No

7.* Identify all funding sources and percentages for this project. Funding should total 100%. Please select at least one funding source.

Federal	0
General	0
Special	0
Grant	0
Bond	0
Total	0

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8. If applicable, please describe the proposed software/hardware platforms and infrastructure for this project, including utilization of the State Data Center resources. More Information

Please note: When initiating a procurement, justification will be required for equipment or application hosting outside the State Data Center. For more information, please reference the State of Mississippi Technology Infrastructure and Architecture Plan.

9.* Does this project conform to the State of Mississippi Security Policy? ◯ Yes ◯ No

10.* Will this application interface with any other entity? ◯ Yes ◯ No
If YES, identify the entity or entities.
☐ State Agency
☐ Federal Government
☐ Private Sector
☐ Undecided

11.* Is this a Bureau of Buildings Project? ◯ Yes ◯ No
If YES, provide the GS Number assigned by Bureau of Buildings.

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Minor Object Codes	FY 2013 (Current)	FY 2014 (Budgeted)	FY 2015 (Next)	Details (Optional)
Contractual				
Private Sector/Vendor IS Fees				
ITS - Consulting				
Software Acquisition / Maint / Licensing Fee				
ITS - Network				
ITS - Data Center				
Hardware Repair / Maint of IS Equipment				
ITS - Training / Education				
Other Training / Education				
IS Related Rentals				
Telecommunications				
Other Contractual Fees				
Contractual SubTotals	$0	$0	$0	update totals

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Capital Outlay				
Computer Equip / Hardware				
Telecom Equipment				
Lease Purchase				
Computer Equip / Hardware				
Telecom Equipment				
Interest on Lease Purchase				
Capital Outlay Subtotals	$0	$0	$0	update totals
Totals	$0	$0	$0	update totals

Please include any attachments that may be needed to process your request. To add an attachment, simply click on the "Browse" button and select the file that is to be attached. To add multiple attachments, you must first save the project then return to edit the project to include each additional attachment.

Attachments: Browse...

Ongoing Form | Cancel Edit | Save Project

For assistance contact:
Kevin Gray at 601-432-8096 or Debra Brown at 601-432-8128

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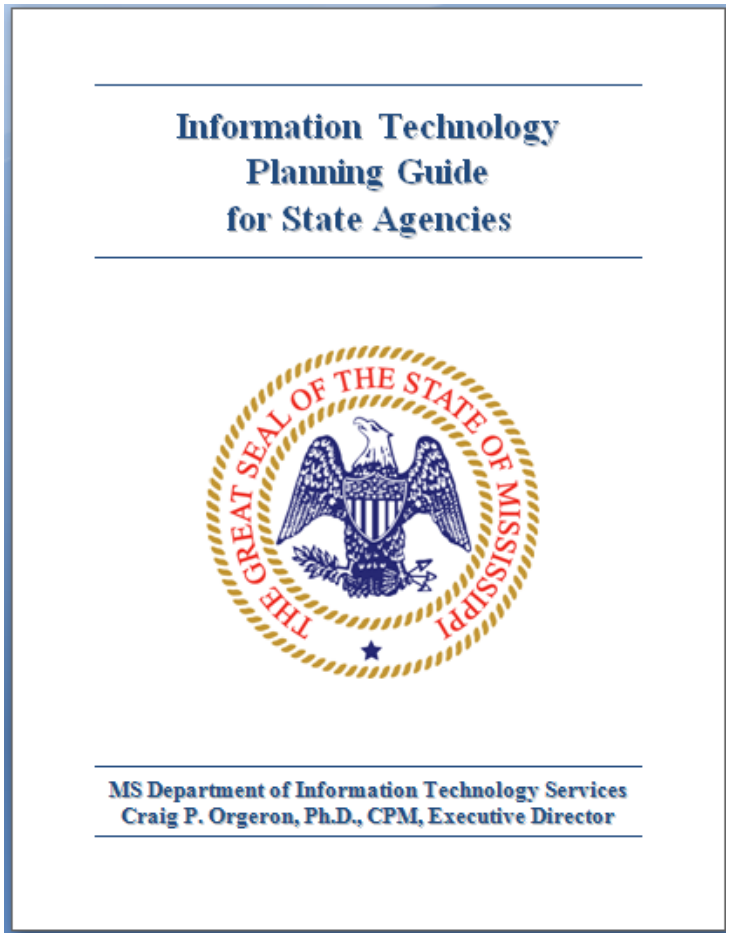
Information Technology
Planning Guide
for State Agencies

MS Department of Information Technology Services
Craig P. Orgeron, Ph.D., CPM, Executive Director

The *Information Technology Planning Guide for State Agencies* is available at:

http://www.its.ms.gov/Services/Documents/ITPlanningGuide.pdf

Information Technology Services Contacts

Debra Brown
Strategic Planning Coordinator
Phone (601) 432-8128
E-mail debra.brown@its.ms.gov

Kevin Gray
Strategic Planning Coordinator
Phone (601) 432-8096
E-mail kevin.gray@its.ms.gov

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Break Time

Be back in 10

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Technology Solutions *for* Mississippi Government

Telecom Services

Customer Service Department

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Customer Service Representatives

Libby Dugas
Shirley Jackson
Helen Fowler
Terri Heidelberg
Kem Johnson
Kim Marbury
Greg Wilkins

Contact Us

Customer Service telephone 601-432-8033 (2-8033 Capitol Complex)

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Submitting Service Requests

Forms are available on the ITS website:
http://www.its.ms.gov/Services/Pages/Customer-Support.aspx

Fax : 601-432-8100 (2-8100 Capitol Complex)

Email: telecomrequest@its.ms.gov

Ordering Tips & Reminders:

- Plan ahead to avoid extra fees
- Standard order processing time: 7-10 business days
- Expedite request
  - Minimum cost of $100 extra
  - Only request when absolutely necessary
  - Call Customer Service to verify receipt

Service Order Forms

Service Order Request Form

- Adds, Moves & Changes for Capitol Complex & Outlying sites
- Auth Code & Calling Card
- Conference Bridge
- Billing Cost Center
- Online Users

AT&T/Toll Free Request From

- Adds, Moves & Changes for Centrex, Business lines, & DSL
- Toll-free

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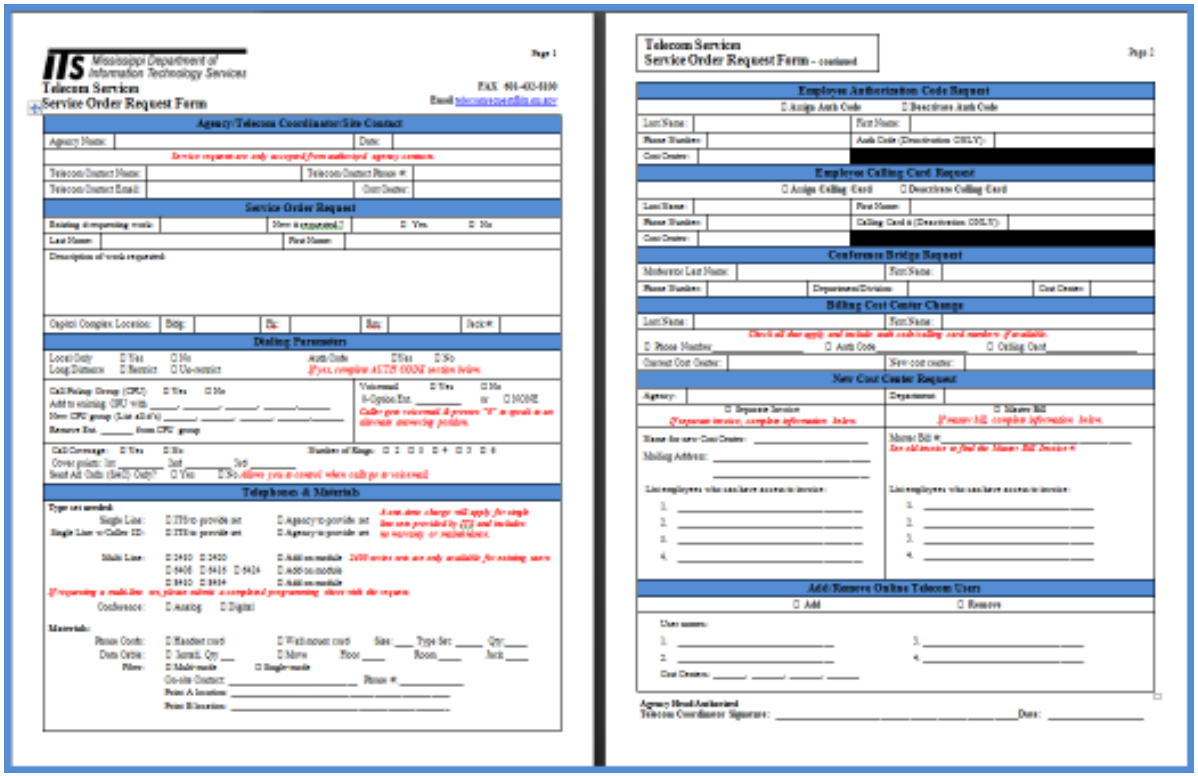
Service Order Request Form



ITS Mississippi Department of Information Technology Services
Telecom Services
Service Order Request Form

Page 1

FAX 601-432-8100
Email telecom@ms.gov

Agency/Telecom Coordinator/Site Contact

Agency Name: | Date:

Service requests are only accepted from authorized agency contacts.

Telecom Contact Name: | Telecom Contact Phone #:
Telecom Contact Email: | Cost Center:

Service Order Request

Existing circumvoiding work: | New circuit requested? ☐ Yes ☐ No
Last Name: | First Name:
Description of work requested:

Capitol Complex Location: | Bldg: | Flr: | Rm: | Jack #:

Dialing Parameters

Local/Only ☐ Yes ☐ No
Long/Distance ☐ Restrict ☐ Un-restrict
Auth Code ☐ Yes ☐ No
If yes, complete ALTS CODE section below.

Call Pickup Group (CPG) ☐ Yes ☐ No
Add to existing CPG with _____, _____, _____, _____, _____
New CPG group (List ext's) _____, _____, _____, _____, _____
Remove Ext. _____ from CPG group

Voicemail ☐ Yes ☐ No
8-Digits Ext. _____ or ☐ NONE
Caller goes voicemail if presses "#" or speak to an alternate answering position.

Call Coverage: ☐ Yes ☐ No
Cover points: 1st _____ 2nd _____ 3rd _____
Seat All Calls (SACS) Only? ☐ Yes ☐ No *Allows you to cover when calls go to voicemail*
Number of Rings: ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6

Telephones & Materials

Type set needed:
Single Line: ☐ ITS to provide set ☐ Agency to provide set
Single Line w/Caller ID: ☐ ITS to provide set ☐ Agency to provide set
A one-time charge will apply for single line sets provided by ITS and include up warranty or maintenance.

Multi Line: ☐ 2410 ☐ 2420 ☐ Add-on module *2400 series sets are only available for existing users*
☐ 5406 ☐ 5416 ☐ 5424 ☐ Add-on module
☐ 8410 ☐ 8434 ☐ Add-on module
If requesting a multi line set, please submit completed programming sheet with the request.

Conference: ☐ Analog ☐ Digital

Materials:
Phone Cords: ☐ Handset cord ☐ Wall-mount cord Size: ___ Type Set: ____ Qty: ____
Data Cords: ☐ Jumpers Qty ___ ☐ Move Floor ____ Room: ____ Jack: ____
Fiber: ☐ Multi-mode ☐ Single-mode
On-site Contact: _____ Phone #: _____
Point A location: _____
Point B location: _____

Telecom Services
Service Order Request Form – continued

Page 1

Employee Authorization Code Request

☐ Assign Auth Code ☐ Deactivate Auth Code
Last Name: | First Name:
Phone Number: | Auth Code (Deactivation ONLY):
Cost Center:

Employee Calling Card Request

☐ Assign Calling Card ☐ Deactivate Calling Card
Last Name: | First Name:
Phone Number: | Calling Card # (Deactivation ONLY):
Cost Center:

Conference Bridge Request

Moderator Last Name: | First Name:
Phone Number: | Department/Division: | Cost Center:

Billing Cost Center Change

Last Name: | First Name:
Check all that apply and include auth code/calling card number if available.
☐ Phone Number _____ ☐ Auth Code _____ ☐ Calling Card _____
Current Cost Center: | New cost center:

New Cost Center Request

Agency: | Department:
☐ Separate Invoice
If separate invoice, complete information below.
☐ Master Bill
If master bill, complete information below.

Name for new Cost Center: _____
Mailing Address: _____
List employees who can have access to invoice:
1. _____
2. _____
3. _____
4. _____

Master Bill #: _____
See old invoice to find the Master Bill Invoice #.
List employees who can have access to invoice:
1. _____
2. _____
3. _____
4. _____

Add/Remove Online Telecom Users

☐ Add ☐ Remove
User names:
1. _____ 3. _____
2. _____ 4. _____
Cost Centers: _____, _____, _____, _____

Agency Head Authorized
Telecom Coordinator Signature: _____ Date: _____

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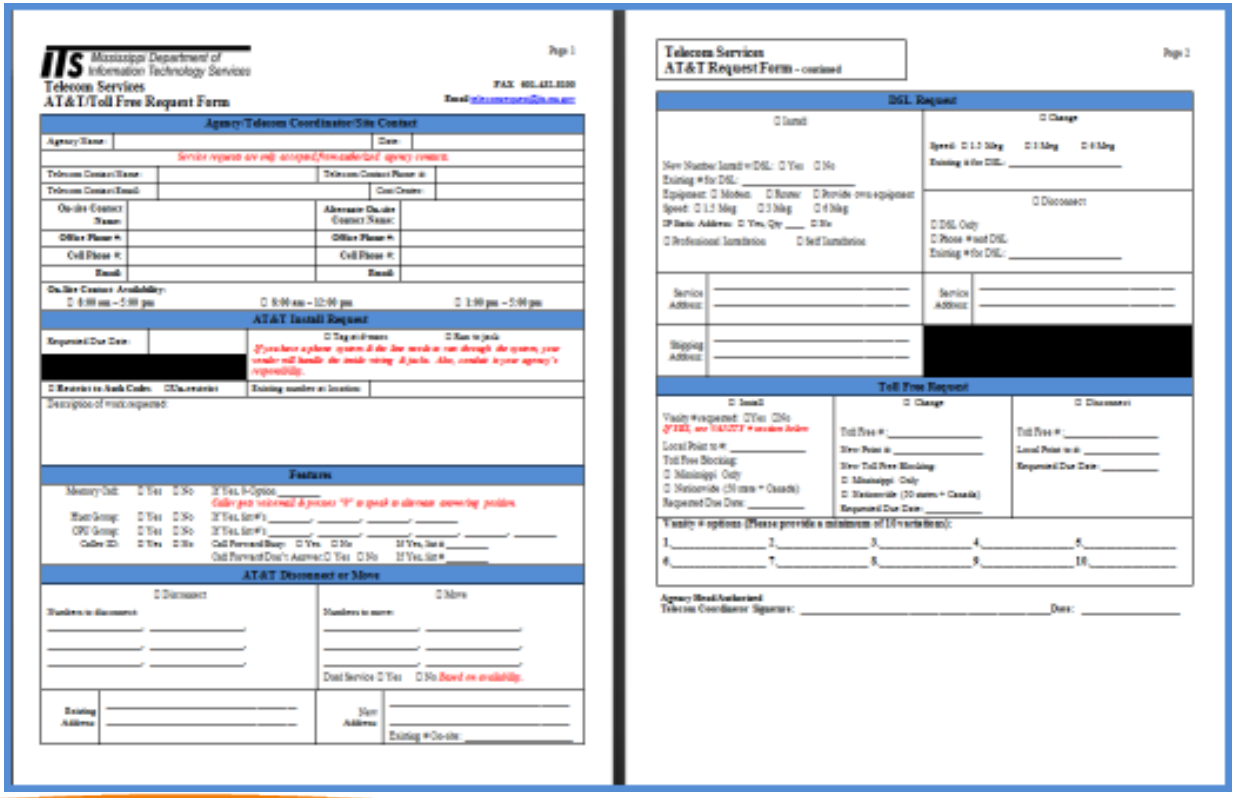
AT&T/Toll Free Request Form



Mississippi Department of Information Technology Services
Telecom Services
AT&T/Toll Free Request Form

Page 1

Agency/Telecom Coordinator/Site Contact

AT&T Install Request

Features

AT&T Disconnect or Move

Telecom Services
AT&T Request Form - continued

Page 2

DSL Request

Toll Free Request

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Additional Information:

- Disconnects & Re-using telephone numbers & auth codes
  - ➢ ITS has a 30 day wait period before re-assigning telephones & auth codes
  - ➢ $25 fee to re-activate an auth code or telephones before the 30 day wait period expires

- Call Centers
  - ➢ Contact us if your are interested in learning how a Call Center could be beneficial to your agency
  - ➢ Contact us If you have a Call Center and require additional training

Questions & Answers

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Thank You!