

Review

Upgrade of IPT Infrastructure

User Group Meeting
September 15, 2010

Agenda

- **IPT Infrastructure Upgrade Project Discussion**
 - Comments
 - Preparedness checklist status
 - IPT Upgrade email address
 - Change freeze end date
 - Firewall additions
 - Training
 - Script changes
 - Directories
 - User web page
 - Miscellaneous and round table
 - Handout list
- **Future Meetings and Topics**
 - Save the dates
 - Future topics

Comments

- Jim Johnson, Director-Telecommunications Division, OET



Customer Checklist Preparedness and Conversion

- View checklist
- Shaded items should be completed by now
- Discuss

IPT Upgrade Mailbox

- The project used ipt.upgrade@state.mn.us
- Useful for collecting FAQs and allowing multiple people in OET to view and identify issues for the project
- Mailbox is closing end of day Wed., 9-15-10
- Please submit tickets to OET Service Desk

Change Freeze

- Change freeze is lifted on Monday, 9-20-10 at 7 a.m.
- Remember – OET will perform requested changes for Silver customers (i.e., formerly used CentralControl) at **no charge** until you are trained and have been given access to CUPM (provisioning tool)
- Training discussion later in meeting (see slide)
- Those customers that were not previously using CentralControl for MACD can expect normal process to apply – normal charges for requested changes.

Firewall Additions

- We had firewall additions for these three areas, due to unexpected findings during the upgrade:
 - Services button and directories
 - CAD/CSD
 - CCM User web page
- See the handout for details

Script Changes

- During testing, some customers identified changes they would like in scripts
- Diagram your design or changes in advance
- Contact OET Account Manager
- Service agreement with applicable charges

Directories

- Tuesday's email:
 - Search shows outdated information
 - Search refinements (compared to previous)
 - Personal directory, "Cisco PD error" after logged in
- Q & A

User Web Page

- Demo on the screen
<https://cobcmitgpub.voice.ccm.state.mn.us/ccmuser>
- Tuesday's email:
 - Error message when resetting password: fixed
 - Multiple line appearances, display problem: Cisco ticket
 - Forwarding options: corrected
- Q & A

Miscellaneous

- On-net dialing issues
 - OET will adjust toll resulting from problems
 - Submit a ticket to Service Desk
- Round table

Handout List

- Firewall additions

Save The Dates!

- Tuesday, 10-5-10
 - Customer appreciation event at Fort Snelling State Park
 - Meeting 10-11 am at Visitors Center
 - Gathering and celebration at Shelter A after the meeting
- Wednesday, 10-20-10
 - User group meeting at Agriculture
 - Details to be announced

Future Topics

- Phones – Cisco hands-on meeting
- 911 – annual review
- Features and functions now available post-upgrade



**Thanks to Beth Eisen and Thanh Nguyen
of MDA for the room and help with the
meetings.**

IPT Infrastructure Upgrade Preparedness and Conversion Checklist

Shaded rows should have been done already.

Task	Due Date	Completed
1. Provide communication internally within your organization: what the IPT Infrastructure Upgrade is, and when it will be taking place	6/16/2010	
2. Provide updated information internally within your organization regarding the IPT Infrastructure Upgrade (change management requests submitted if needed).	9/3/2010	
3. Request IP Phone Agent services, if needed	8/20/2010	
4. Insure that required staff needed for the IPT Infrastructure Upgrade is available and working the weekend of the upgrade	8/20/2010	
5. Provide spare telephone inventory to OET	8/31/2010	
6. Submit change orders as needed, prior to the freeze	8/3/1201	
7. Review and upgrade switch IOS loads if needed	9/3/2010	
8. Review and upgrade VG IOS loads if needed	9/3/2010	
9. Download CAD/CSD software and have it ready for installation	9/3/2010	
10. Do a test installation of CAD/CSD software (few PCs)	9/3/2010	
11. Submit any telephone and script changes that are needed pre-upgrade	9/3/2010	
12. Complete pre-conversion test plan	9/10/2010	
13. Run and complete any CentralControl reports prior to 6:00 p.m.	9/10/2010	
14. Note: IPT Infrastructure Upgrade begins at 6:00 p.m.	9/10/2010	
15. Check in during the IPT Infrastructure Upgrade using the Communication Plan provided by OET.	9/10 – 9/13/2010	
16. Install CAD/CSD to remaining agent desktops	9/13/2010	
17. Complete post conversion test plan – compare to pre test – are there issues?	9/10- 9/13/2010	

Task	Due Date	Completed
18. Report issues to OET (trouble ticket to the Service Desk) starting at 6:00 a.m., or earlier/later depending on outcomes of upgrade and issuance of all-clear notice. Follow the standard IPT Telephone Troubleshooting information requirements (separate document).	9-13-2010 or as advised	
19. Sign up for training session(s) you need based on service you use	When announced	

User Group Recap September 15, 2010

OET and our vendors send a big thank you to everyone who helped make the IPT infrastructure upgrade a success. The meeting on Wed., 9-15-10 covered the upgrade, questions, remaining issues, and a few other subjects. The archive and all attachments will be published soon at <http://www.mnet.state.mn.us/voice/home/index.php>

The next two dates for your calendar are:

Tuesday, October 5: 10 am – customer appreciation meeting and event at Fort Snelling State Park (details coming separately)

Wednesday, October 20: 10 am – Cisco phone presentation of the latest and greatest models (at Agriculture/Freeman Building)

The meeting handouts are attached. The meeting agenda is slide 2 of the first handout (the slideshow). Notes:

- The preparedness checklist (attached) shows that the items to be completed for the upgrade are #18 (report to Service Desk) and #19 (training). Both topics were covered at the meeting and are addressed below.
- Continue to open incident tickets with OET Service Desk. The temporary communications processes we used preceding and during the upgrade have ended and we are in standard mode now. The IPT Upgrade email address has been closed.
- Firewall additions: we distributed a handout with the details. If you need the handout, please reply to this email.
- Change freeze: we have communicated throughout the IPT Infrastructure Upgrade project about the change freeze. When the change freeze is lifted (planned for Monday, September 20 at 7 am), that means Moves-Adds-Changes-Deletes can happen. OET will do all MACD work when the freeze is lifted.
- Silver customers (who previously had access to CentralControl) **will not** be charged for MACD during the interim between the change freeze ending and their training/ and CUPM access.
- Once the Silver customers have had CUPM (provisioning tool) training and been given access to CUPM, they will be able to do their own MACD. As always, a service order is also required for record purposes.
- The OET service interval for IPT services is three business days. If you have an urgent need, let us know.
- Training: for CUPM: tentative dates in October are planned. OET will publicize the days and times when we finalize the schedule and incorporate any lessons learned from the CCMP/CUIC training.
- CCMP (agent re-skilling) and CUIC (reports) training time slots and the sign-up process are on Slide 8. Make sure anyone in your organization who does reports signs up to attend this training.
- Directories: we have continued to work on fixing several issues. We got news since the user group meeting that MMB (in charge of the White Pages) and OET have met and enabled a fix so we will have more accurate information for our phone directories. Thanks to Doug Setley for making this happen!
- User Web Page: watch for updates on reported issues.
- On-net dialing issues: a “dial 1” recording from the telco played on calls that should be on-net (between two different IPT locations). The “1” in front of the call makes it long distance. OET is investigating a resolution for billing related to the situation.

Centrex and Long Distance Conversion Project:

We talked about the new email lists OET recently opened for the Centrex and Long Distance conversion project. Many people on the CCM/IPT-Hosted lists are on the voice lists too. OET is converting long distance from Verizon to Qwest as a result of a competitive bidding process. We will also convert from Centron XL to the current platform, Centrex Prime. We will use the lists to communicate with the customer base about the service conversions.

We took down questions at the meeting and continue to monitor the list of open items from the upgrade and work the incident tickets. We will send out updates to our upgrade list.

You may have gotten multiple postings of this email, as we are sending to two lists to ensure all are notified of this information.

Please plan on a great time at Fort Snelling State Park to celebrate everyone's hard work. Thanks for your patience and support.