

2003 NASCIO Recognition Awards

NOMINATION FORM

Title of Nomination: FDOE PBX Implementation
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Category for judging: 2 - Communications Infrastructure

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ONE-PAGE EXECUTIVE SUMMARY

Without communication, excellence in service to the public goes unnoticed and unappreciated. This is the position that the Florida Department of Education (FDOE) often finds itself in when responding to the inquires of parents, students and educators throughout the State of Florida. The FDOE currently utilizes ten distinct telephone systems in supporting its voice communications needs. The variety of Centrex, private branch exchange (PBX), and key system units (KSU) currently used present a variety of obstacles to achieving the goal of a seamless K-20 educational delivery system for the State of Florida. An employee in one division may not be able to transfer a call to an employee in another division, may have to consult several resources in order to find the other employee's extension, and probably won't be able to transfer voicemail messages to the other employee. In some contexts, these issues are simply frustrating and time consuming for FDOE employees to work around; in other contexts they prevent FDOE employees from completing important tasks.

With a tightly coupled system the FDOE will be able to meet the public's requirements in a seamless educational K-20 environment. Transferring of calls to the appropriate division, complete customer interaction, on demand automatic call distribution and single source call management will provide DOE with a state-of-the-art customer interaction solution.

The FDOE has procured and is currently implementing such a system. The S8700 Media Server platform from Avaya is being deployed in conjunction with a Definity G3 and multiple G700 remote units to provide this functionality *and* realize a net reduction in operating costs over the anticipated life of the system. In addition to the aforementioned functionality, the new system provides the FDOE with the necessary functionality to roll-out VoIP enabled applications and explore multimedia messaging opportunities with Florida's educational community.

Written Justification

a) Description of project, including length of time in operation.

This project facilitated the replacement of 10 distinct telephone systems at the FDOE's ten offices in Tallahassee, including five distinct systems in the FDOE headquarters and the Florida Education Center. Pre-procurement activity began in July of 2002 and all sites will be fully migrated to the new system by June 30th, 2003. The new system has an anticipated life cycle of seven years, at which point the basic infrastructure of the new system is fully leveraged to support a packetized voice communication system.

b) Significance to the improvement of the operation of government.

The implementation of an integrated telephone system promises to streamline internal operations for the FDOE. FDOE staff will now benefit from a single dialing plan, a single directory, the ability to forward voice messages, and the ability to access voice, fax, and e-mail messages through a single PC based application. Each of these factors will contribute to the improvement of the efficiency of internal operations for the FDOE.

c) Benefits realized by service recipients, taxpayers, agency or state.

External communications between the FDOE and the Florida Educational Community will be improved through the state of the art blended call center installed at the Office of Student Financial Assistance, which includes predictive dialing and IVR capabilities. Incoming communications channels at the FDOE headquarter office will also be greatly improved.

**d) Return on investment, short-term/long-term payback (include summary calculations).
Projects must exhibit measurable operational benefit.**

As demonstrated on the attached return on investment worksheet, the FDOE should realize a net gain after 19 months of operation on the new telephone system.

Brief Narrative on Hardware and Software

The FDOE's new telephone system is controlled by Avaya's MultiVantage software. The Multivantage software is the current iteration of the industry leading PBX feature set from Avaya's Definity PBX systems. The Multivantage software platform runs on two fully redundant S8700 Media servers. The S8700 media server moves actual call control functionality from the traditional PBX carrier cabinet to a distributed Linux based environment.

Remote sites utilize G700 media gateways for connectivity to the S8700 media server. The G700 platform provides fully modular expansion capability for remote sites slaved off of the S8700 platform. The 2 RU form factor of the G700 and its basis on the Avaya Cajun P133 switch architecture provide an extremely scalable and manageable solution for remote site connectivity.

The blended call center environment at the Office of Student Financial Assistance utilizes workforce management software from Blue Pumpkin which forecasts call center staffing needs based on historical data from call flow in the call center. This tool automates calculations and predictions which would take call center managers hours each day to perform.

Charts, graphs, samples

Florida Department of Education Network Diagram

