



NASCIO Award Category
Information Communications Technology Innovations

State of Illinois

Phase 1: Infrastructure and Collaboration Improvements

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Executive Summary

The State of Illinois Department of Innovation and Technology (DoIT) implemented an Enterprise Collaboration System to provide agencies with integrated, next generation voice, video, and web communications capabilities. The collaboration system integrates disparate voice and video systems, leveraging the state's existing Illinois Century Network (ICN) data network providing more functionality while lowering operating costs. Savings from the VoIP services alone totals more than \$2 million per year.

The Enterprise Collaboration System has enabled State of Illinois agencies to save time, simplify workflows, and increase workforce interaction and productivity. The Enterprise system improves customer service by facilitating flexible and faster information access State agencies. This enhanced interoperability has enabled the State of Illinois government to operate more effectively and efficiently.

Concept

The State of Illinois' initial concept was to provide a reliable, scalable and economical enterprise collaboration system to improve the delivery of government services. The collaboration system would integrate disparate voice and video systems, leveraging the state's existing Illinois Century Network (ICN) data network providing more functionality while lowering operating costs.

In 2014, the State partnered with an external vendor to design and implement starting with enabling Enterprise VoIP. During the first year, the state migrated phones and a call center for the Department of Employment Security. The State has taken a multi-pronged approach for migrating to the new Enterprise system. New offices and contact centers are established using the Enterprise System. Existing contact center systems are migrated as they approach end of life. Basic phone lines are migrated when agencies relocate offices or complete remodels as well as a planned migration schedule.

After establishing the Enterprise VoIP service, the State implemented the second project phase focused on web conferencing, instant messaging and video conferencing. This enterprise collaboration system approach results in a fully integrated, user friendly service that allows users to seamlessly communicate and collaborate with customers, coworkers and outside entities regardless of location.

Significance and Impact

The Enterprise Collaboration System has enabled State of Illinois agencies to save time, simplify workflows, and increase workforce interaction and productivity. The Enterprise system improves customer service by facilitating flexible and faster information access State agencies. This enhanced interoperability has enabled the State of Illinois government to operate more effectively and efficiently.

An analysis of the VoIP solution alone has demonstrated ongoing savings because of reduced local and long distance usage costs. The average monthly savings per line is \$13.50. With more than 14,500 lines migrated to date, the savings exceeds \$2 million per year.

The Enterprise Collaboration System provides increased user functionality and flexibility. Since deploying the VoIP solution, the State was faced with an emergency requiring staff to quickly relocate from one building to another. Historically, relocating offices would take days to weeks to complete and require the assistance of a third-party telecommunications provider with costs for installing new lines and redirecting phone numbers. The State was able to move staff in less than one day without incurring any costs.

The web conferencing solution is allowing agencies to expand training and team collaboration. Prior to implementing the Enterprise Collaboration System web conferencing was available through a third-party provider at a per minute, per user cost. These fees discouraged usage because of budget constraints. The enterprise web conferencing solution is available at no additional cost to agencies and has no usage costs for the state resulting in expanded use. Legal teams located throughout the state are collaborating online to write and edit policies at the same time as opposed to routing the document to each person to update individually saving time and money. Administrative law judges are using web conferencing to

conduct hearings in a more timely and efficient manner. Procurement teams are conducting bidder's conferences using web conferencing eliminating the need for participants to travel for a face to face meeting while still realizing the benefits of a shared presentation. Business units are bringing together staff located in different cities to participate in a single training session. The web conferencing ease of use, integration with VoIP and Outlook calendaring, and no usage fees has stimulated adoption resulting in efficiencies, cost savings and improved customer service.

In 2016 DoIT implemented a cloud based video conferencing service integrated with the Enterprise Collaboration System. The service provides all the traditional benefits of video conferencing while integrating with VoIP, Outlook calendaring, and web conferencing to make it easier for users to schedule events. The integration of video and web conferencing provides meeting participants with more options when joining a meeting. The integration with the cloud bridge and Outlook calendar automates scheduling eliminating the need for technical support teams to assist users when scheduling multipoint conferences. The video conferencing solution is connecting more participants in more locations reducing the time and expense of traveling.

Project Timeline

2014	2015	2016
<ul style="list-style-type: none"> • Core VoIP system designed and installed • Core network upgraded to include enhanced survivability • Initiate phone migrations • 3,000 basic phones migrated • 1 contact center migrated 	<ul style="list-style-type: none"> • 4,000 basic phones migrated • 10 contact centers migrated with over 1,800 agents 	<ul style="list-style-type: none"> • 14,175 basic phones migrated • 13 contact centers migrated with over 1,761 agents • Instant messaging deployed to all VoIP users • Video conferencing cloud bridging and scheduling deployed • 392 web conferencing accounts deployed

The Enterprise Collaboration System has modernized the State's voice and video services providing increased functionality and flexibility at a lower operating cost. By leveraging previous investments in building a reliable and robust statewide data network the collaboration system is providing the foundation to streamline workflow, improve training, and expand the reach of state services. The state will continue to migrate legacy technologies to the collaboration system creating additional savings and efficiencies.