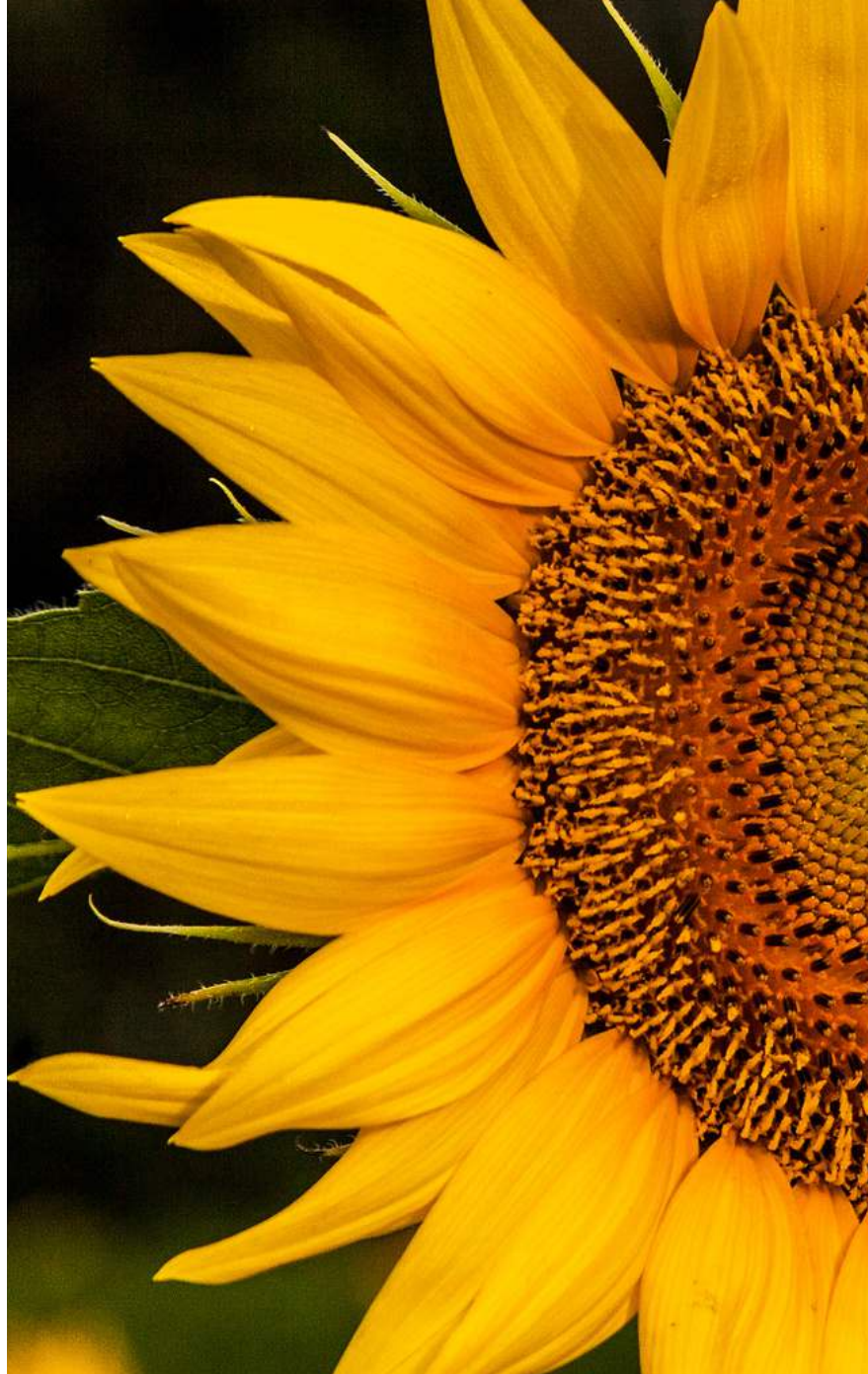




State of Kansas
Operational Efficiency

Telephony Modernization

January 2024 - Present

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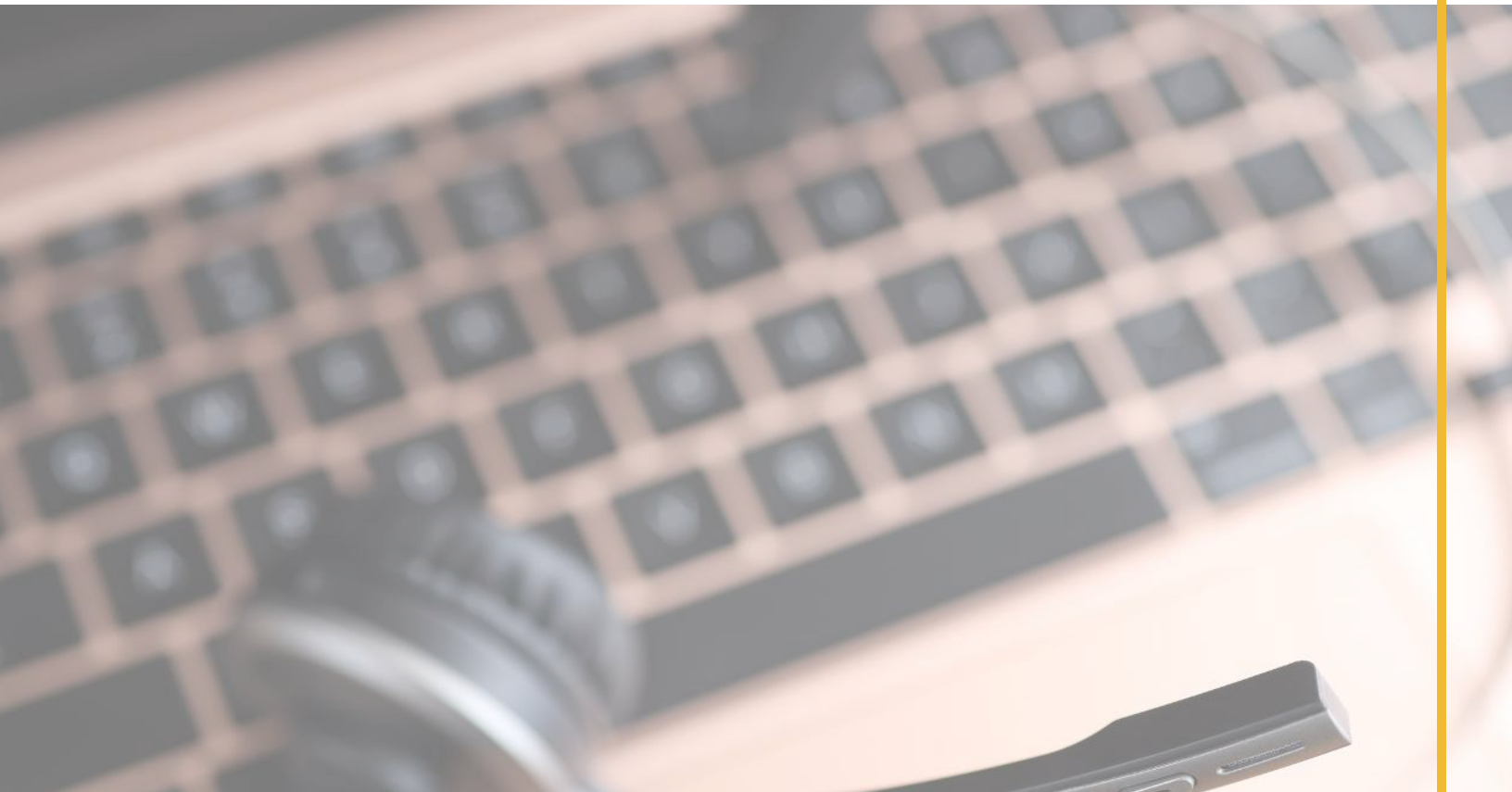
Office of Information Technology Services



EXECUTIVE SUMMARY

The sunflower State of Kansas houses more than beautiful scenery and references to little red shoes. Within its government is the Executive Branch Information Technology (EBIT) organization that is comprised of over 1,400 IT professionals within various agencies, including cabinet agencies, non-cabinet agencies, and regent institutions. The Office of Information Technology Services (OITS) is the central IT services office for the State of Kansas Executive Branch agencies and serves more than 19,000 state employees and nearly three-million citizens.

Communication efficiency is key when working with that many users. That is why in January 2024, the OITS Infrastructure and Network Services Teams initiated the important task of executing a large-scale project, focused on the upgrade of Telephony services. These upgrades focus on the replacement, modernization, and optimization of the current Voice OverIP Service offering, Voice Services, and Call Center solutions. This work is being done as part of a larger initiative called the Network and Telephony Modernization and Architecture Enhancement project. We are achieving several critical goals and objectives through optimization of architecture, upgrading hardware, and implementing cutting edge solutions.



What problem or opportunity does the project address?

Technology is rapidly advancing and as a result, many older or “legacy” systems/processes involving them are quickly becoming obsolete. Legacy systems can also carry the risk of becoming unreliable due to deprecating software plug ins, outages, and service instability that increases as time progresses. Through our Network and Telephony Modernization and Architecture Enhancements and upgrades, the opportunity exists to utilize more competitive resources to cut costs as well as increase ease of access and support for users.

Why does it matter?

This project represents a strategic initiative undertaken by OITS to transform our network and telephony services by; upgrading hardware, optimizing architecture, and implementing cutting-edge solutions. Through these upgrades, we achieved some of our critical goals and objectives of providing efficient, secure, and reliable services to citizens and stakeholders. More specifically, we achieved:

- ❖ modern feature functionality, like soft phones
- ❖ enhanced call features and analytics
- ❖ 24/7/365 availability
- ❖ increased ease of support and deployment
- ❖ high availability
- ❖ more robust call center capabilities

What makes it different?

Telephony’s platform is what makes this modernization process different. Prior to the migration, OITS controlled, managed, and provided Telephony services from an on-premises platform. Modernization of Telephony services enabled OITS to transition their services to a cloud-based platform. By leveraging cloud technologies. We increase the service reliability and scalability, reduce potential service failures and increase our opportunity for cost-effective services and offerings.

What makes it universal?

The move to cloud-based services gave more autonomy to the end-users in terms of how their phone service accounts were configured. Provided the ability to “tier” our call center solutions and truly customize their use as well as end-user autonomy allowed for our service desk staff and technical engineers to focus on the strategic elements of the enterprise while easing the support load.



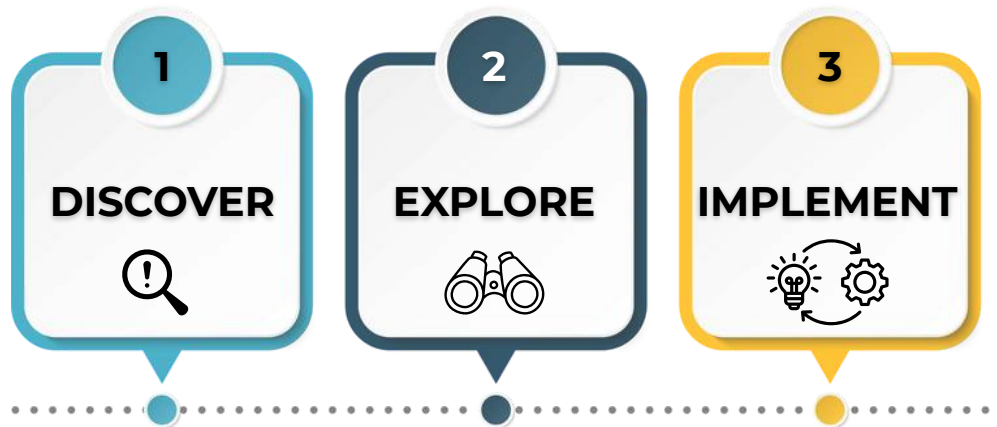
Implementation

What was the road map?

Discovery: After establishing the intent for the modernization and upgrade of our Telephony services, we researched, conducted an extensive requirements analysis, which included a 2-year proof of concept (POC).

Exploration: The scope of the project is to accomplish a full migration of a 14k user base, basic call centers and call agents, call analytics and reporting with the deployment of soft phone capabilities.

Implementation: The scope of the implementation is 11,211 individual end users, 18 unique cutover* phases and 70 total agencies.



Who was involved?

The Infrastructure and Network Services Team of OITS is comprised of the following talented and dedicated professionals:

- Tanya Heffel, State of Kansas- CTO
- Travis Combes, Deputy CTO
- Charlene Atwood, Deputy CXO
- Richard Fager, Director of Network and Telecommunications
- Dan Glotzbach- Manager of Telecommunications
- Tim O'Mara- Manager of Network Services
- Chuks Aninye- Manager of Network Services- Voice
- Karrie McCollam- Technical Project Manager
- Steve Durgan- Network Specialist (Voice)
- Brandon Elliott- Network Specialist (Voice)

* agency end-users from the on-prem platform to the cloud platform



How did you do it?

As a multi-phase and faceted project, the Telephony migration was a collaborative effort from start to finish. This process involved regular risk assessments to ensure compliance with federally mandated security controls as well as heavy coordination with Agencies, Vendors and Partners. Here are some of the major steps that were utilized to prepare for and complete this project.

1. **Building a Foundation:** We started this project through first developing a solid framework from which we would execute the migration. This included determining business needs, legal documentation, and an analysis of the prior system for critical replacement elements and gaps.
2. **Applying the Framework:** Once the foundation was established, we conducted a POC as well as selected the vendor teams and integration partners for our collaborative efforts. During this stage in the process the migration objectives, formalized plan/timeline and a migration process were all developed.
3. **Application:** The migration plan was divided into a series of migration preparation and cutover events across a calendar of Sundays. The 70+ agencies were assigned across the 18 cutover Sundays in terms of agency end-user number, agency voice system complexity, and possible business relationship links such as legislative agencies vs hospital agencies, etc.
4. **Follow Up:** A preplanning session was done with each agency prior to the transition. Afterwards technical and end user training was provided. In addition to that, post-migration elevated support was offered to those who needed additional guidance.



IMPACT

What did the project make better?

This project allows OITS to provide modern, feature/functionality rich, secure and stable voice telephony services, in a cost-effective manner. Overall, this upgrade positions the State to reduce operational costs, enhance resource utilization, and provide service delivery to citizens. OITS also predicts that this project will result in cost savings of 30- 45%.



How do you know?

With the anticipated cost savings to the State of Kansas, we are able to reduce the monthly services rate that is charged to the Agencies and their end users. Effectively, we were able to reduce the monthly service rate for each Agency user by 20%/per month.

What now?

As of September 2024, significant progress was made in our modernization efforts. These efforts include the migration of the majority of the SoK agencies and their end-users from the on-prem platform to the cloud platform where opportunities for enhanced user experience and capability only increase as cloud products and services continue to be made available.

End-Users Progress

29%

3,285 Migrations out of 11,211 completed.

Cutovers Progress

56%

10 Migrations out of 18 completed.

Agencies' Progress

76%

54 Migrations out of 70 completed.

User Testimony



Things have gone smoothly throughout the process and thank you for providing immediate support on the bridge all day. [...] We sincerely appreciate all your support.

*Thank you,
Vishwas ChandraMohan
Project Manager
Office of Judicial Administration*

