

Safer
Neighbourhoods



UNIFIED COMMUNICATIONS PROJECT SCOPE

Authored by

Project Owner(s):

- Project Sponsor: Julie McMurray
- Project Lead: Sudeep Chatterjee
- Project Manager: Michelle Harris

Authors:

- Michelle Harris

Change History

Version No	Date Changed	Details of Change	Author
V1.0 Draft	03/12/2013	Initial draft	M Harris
V1.1	20/12/2013	Amendments from sponsor feedback	M Harris

1. Project Background and Justification

North Yorkshire Police (NYP) are seeking to ensure it has a robust technology infrastructure, providing a core foundation to develop upon and future proof in line with the IT strategy and force goals; and the Unified Communications (UC) platform will be a core component of this.

The Unified Communications platform is a telephony platform that uses Internet Protocol Telephony (IP Telephony). This is a type of digital telephony that utilises the internet and data network rather than the traditional phone system. The UC platform will enable staff to integrate the use of desk phones, email, instant messaging and video collaboration to deliver an overall communications solution.

NYP currently have 2 telephony platforms, one within the Force Control Room (FCR) and another platform which provides telephony to the remainder of the force. The two systems are disparate, creating a number of issues, for end users. The implementation of a single UC platform will provide NYP with a highly resilient, scalable, feature rich communications system that will provide a future proofed solution and enable a number of efficiency gains to be realised.

Drivers for the project:

- Costs for support and maintenance contracts
- Minimise and simplify the number of contracts associated with NYP telephony
- Address the issues caused by disparate systems that are not fully integrated causing issues
- Address the lack of functionality for current systems
- Improved resilience for the FCR
- Organisational projects that are reliant on telephony – Safer Neighbourhood Service Desk (SNSD hub), Aspire at front counters, live links
- Provide a platform to promote mobile working and create an agile workforce and environment
- Simplified management of staff and office moves
- Improved management reporting tools particularly FCR

2. Project Team/Governance

Name	Job Title
Michelle Harris	Project Manager/Business Analyst
Nigel Hilton	Communications Engineer
Glen Mallows	Communications Engineer
Andrew Hey	2 nd Line Engineer

Project Manager is First Point of Contact (FPoC) for all elements of the Unified Communications project and reports directly into the project lead and project sponsor. Monthly progress reports will be provided to the project sponsor, once approved, to provide assurance on time, budget, risk and progress against delivery.

3. Project Deliverables/Objectives

The project encompasses a large number of products and services. Due to the breadth of products to be provided a staged migration and roll out of services across the NYP estate will take place. Prior to a roll out of services the project team will work with the supplier to provide detailed system designs including resilience and business continuity, call routing, system configuration, migration plans and upgrade pathways to aid in delivery.

Phase 1 of the project will deliver the following products:

Upgrade of power infrastructure across NYP estate to support the new platform and products
Upgrade of switching infrastructure where required in NYP estate
Removal of Integrated Services Digital Network (ISDN) lines (standards used to transmit over analogue telephony lines) and installation of Session Initiation Protocol (SIP) trunking (Protocol used for IP telephony) across NYP estate
Installation of disaster recovery systems and equipment in the Harrogate Comms Room
Migrations from 2 platforms to one unified platform
Proof of concept/model office
Handset roll out including softphones, deskphones, hands free options and yellow phones
Extension of contact centre telephony to front counters
Extension of contact centre telephony to SNSD hubs
System Storage Requirements (SAN)
Maintenance of analogue devices – PEST lines, franking, faxes & MFDs
FCR Fallback location provisions (power, switching, hardware, handsets)
Voicemail and re-direction
Interactive Voice Response (IVR) – Voice recognition/DTMF (speech/touch)
Active Call Distribution (ACD) (FCR, ISD, HR, Firearms, Safety Camera Vans, P&F)
Voice recording (inc PSD requirement)

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Call Logger
Direct Dial In (DDIs) – Changeover of DDIs to SIP DDIs
Disposal of Private Branch Exchange (PBXs from the NYP estate)
Active Directory, Session manager and workflows
Emergency number (location dependant)
Dial plans and call routing including changeover to collar number extensions, dial/hunt groups
Conference bridges
Wallboards for the FCR
Kickstrips – Custody and FCR
Access and permissions – systems configuration – administrators and users
5 video conference facilities – infrastructure to support internal conference only

Phase 2 will deliver the following products:

Workflow management systems including for FCR
Video Collaboration – Wider roll out inc external and infrastructure to support
Policies and management of new technologies and tools
New media
Short Message Service (SMS- text) gateway – FCR
Presence technology
Escalation processes for the organisation
Instant messaging
Integration with future mobile data devices – tablets/smart phones
Mobility & home working solutions
Northern Base - telephony requirements and mobility
Video conferencing with public (if required)
Live links project requirements

In order to enable the benefits the platform will bring to the organisation a significant training and communication programme will be required. This could consist of a combination of the following elements and will be delivered at relevant points in the product roll out:

- Video tutorials
- Leaflets
- Briefings
- Model office – simulation (proof of concept)
- Telephony issues forum
- FAQs
- Advanced user training – bespoke training for departments requiring additional access to systems e.g. Professional Standards Department (PSD), Administration of Justice (A of J)

4. Project Approach and Timeframes

Due to the breadth of the products and services to be delivered as part of the project, its delivery will be phased. Initial works will focus on the upgrade of the infrastructure to support the new platform and technology and there will be a phased approach to implementation and roll out. Detailed project plans will be provided to assist with delivery.

Once roll out of services has been achieved and the voice platform is stable and all products have been delivered, a transition of services to BAU will be required, to ensure the necessary support can be provided by ISD. In order to assist with this the following must be considered:

- Roles and responsibilities, systems permissions including support arrangements
- Business continuity plans for migration and beyond into BAU

As yet there are no defined timeframes associated with the project, but procurement and routes to market of the services are being sought.

5. Project Exclusions

There are a number of products and services that do not fall within the scope of this project. However as there are a number of dependencies identified, the Unified Communications team will work with other projects to ensure all solutions can be fully integrated with the telephony platform wherever possible

Products and services not within the scope of this project:

WiFi – implementation and availability across NYP
Blackberry's and mobile devices
MAUDS
Airwave replacement
Lack of mobile phone signal across force estate
Telephony for mobile police stations
3G and 4G technology
Smartphone application links to telephony platform
Bring your own device (BYOD)

6. Project Constraints

As yet there are no defined timeframes associated with the project and an appropriate route to market for services is being sought. It is likely that a tender exercise will need to take place, however the extent of this and the associated timeframe have not yet been fully defined.

There are a number of interdependencies on other projects within IT in order to deliver the breadth of services associated with the unified communications platform. Many of the Unified Communication products will require upgrades of systems and services before they can be rolled out across the force. These include the following:

Server Virtualisation
Desktop Virtualisation
Checkpoint Client
Active Directory Upgrade
Microsoft Exchange Server Upgrade
Windows 7/8 Desktop Upgrade
Bring your own device (BYOD)
Microsoft Office Upgrade

The required delivery of these projects will significantly impact the timescales associated with the delivery of the Unified Communications project and its services. The additional costs associated with these projects are currently unknown.

7. Project Assumptions

Uncertain information and decisions required will be logged in the appropriate project documentation and escalated via the project lead through to the project sponsor in the first instance, if further decisions are required, NYP governance structures will be followed.