UNIFIED COMMUNICATIONS PHASE 1 INDICATIVE TIMELINE

Timeline columns: SEPT 13 | OCT 13 | NOV 13 | DEC 13 | JAN 14 | FEB 14 | MAR 14 | APR 14 | MAY 14 | JUN 14 | JUL 14 | AUG 14 | SEPT 14 | OCT 14 | NOV 14 | DEC 14 | JAN 15 | FEB 15 | MAR 15 | APR 15 | MAY 15 | JUN 15 | JUL 15 | AUG 15 | SEPT 15

01/09/2013 — 30/09/2015
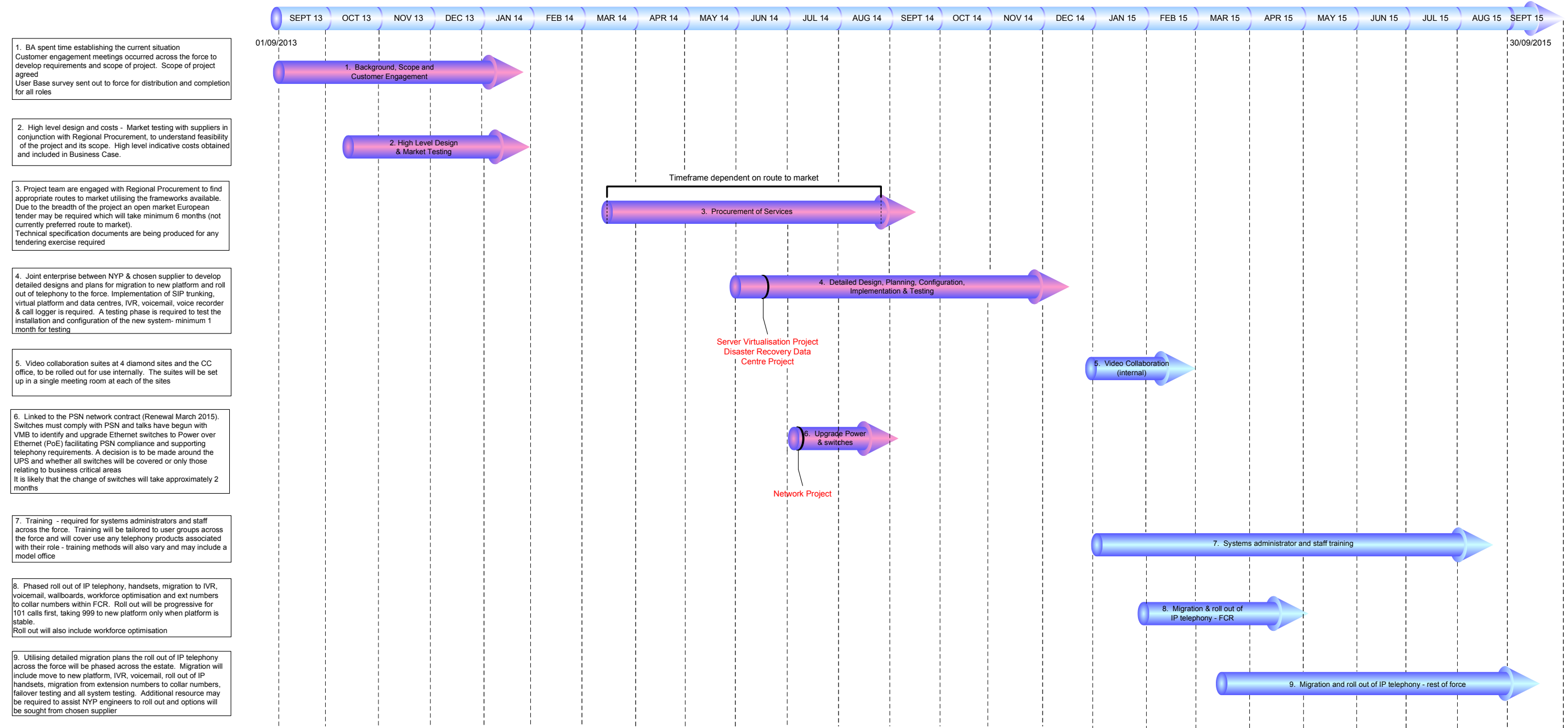
1. BA spent time establishing the current situation
Customer engagement meetings occurred across the force to develop requirements and scope of project. Scope of project agreed
User Base survey sent out to force for distribution and completion for all roles

→ 1. Background, Scope and Customer Engagement

2. High level design and costs - Market testing with suppliers in conjunction with Regional Procurement, to understand feasibility of the project and its scope. High level indicative costs obtained and included in Business Case.

→ 2. High Level Design & Market Testing

3. Project team are engaged with Regional Procurement to find appropriate routes to market utilising the frameworks available. Due to the breadth of the project an open market European tender may be required which will take minimum 6 months (not currently preferred route to market).
Technical specification documents are being produced for any tendering exercise required

Timeframe dependent on route to market
→ 3. Procurement of Services

4. Joint enterprise between NYP & chosen supplier to develop detailed designs and plans for migration to new platform and roll out of telephony to the force. Implementation of SIP trunking, virtual platform and data centres, IVR, voicemail, voice recorder & call logger is required. A testing phase is required to test the installation and configuration of the new system- minimum 1 month for testing

→ 4. Detailed Design, Planning, Configuration, Implementation & Testing

Server Virtualisation Project
Disaster Recovery Data Centre Project

5. Video collaboration suites at 4 diamond sites and the CC office, to be rolled out for use internally. The suites will be set up in a single meeting room at each of the sites

→ 5. Video Collaboration (internal)

6. Linked to the PSN network contract (Renewal March 2015). Switches must comply with PSN and talks have begun with VMB to identify and upgrade Ethernet switches to Power over Ethernet (PoE) facilitating PSN compliance and supporting telephony requirements. A decision is to be made around the UPS and whether all switches will be covered or only those relating to business critical areas
It is likely that the change of switches will take approximately 2 months

→ 6. Upgrade Power & switches

Network Project

7. Training - required for systems administrators and staff across the force. Training will be tailored to user groups across the force and will cover use any telephony products associated with their role - training methods will also vary and may include a model office

→ 7. Systems administrator and staff training

8. Phased roll out of IP telephony, handsets, migration to IVR, voicemail, wallboards, workforce optimisation and ext numbers to collar numbers within FCR. Roll out will be progressive for 101 calls first, taking 999 to new platform only when platform is stable.
Roll out will also include workforce optimisation

→ 8. Migration & roll out of IP telephony - FCR

9. Utilising detailed migration plans the roll out of IP telephony across the force will be phased across the estate. Migration will include move to new platform, IVR, voicemail, roll out of IP handsets, migration from extension numbers to collar numbers, failover testing and all system testing. Additional resource may be required to assist NYP engineers to roll out and options will be sought from chosen supplier

→ 9. Migration and roll out of IP telephony - rest of force

KEY

→ Initiation and planning phases

→ Migration and Implementation

Interdependencies

INTERDEPENDENCIES

- Server Virtualisation - IP telephony will be partly virtual, decision to be made regarding whether telephony should be within the current virtual environment or separate. Virtualisation project is underway for current provisions - any additional requirements will need to be taken into account and could impact delivery.
- Disaster Recovery (DR) Data Centre - The DR site has been identified as being at Harrogate, there are no current provisions for DR. DR capabilities will have to implemented and be made available prior to stage 4 - the 2 projects will have to work closely to enable delivery. Delivery 6 - 12 months
- Network Project - Network and telephony switches require upgrade for PSN, this is required for the new telephony project but will be delivered by the network project. Any delay in delivery could prevent delivery of telephony

ASSUMPTIONS/CAVEATS

- Executive Board agree the information in the IT Strategy and associated Business Case; providing the authority to procure and additional funding for the telephony project. Procurement cannot begin until this has been provided - Timeframes dependant on agreement being received on 4th March 2014
- Procurement will take 6 months - This is the longest timeframe associated with the process, it is possible to reduce the timeframes to approx 4 months through utilisation of the YHPSN framework. Resources to review proposals is a potential risk dependant on the number of responses identified
- Detailed design and planning of the process is completed with the required support from the potential supplier, appropriate migration plans are provided, implementation of platform, data centres and all peripheral products are installed to schedule and the appropriate amount of testing can be undertaken to test stabilisation of the platform
- Switches are upgraded on schedule as part of the Network project
- Video collaboration - Delivered if the UC background infrastructure isn't required to support and can be utilised as stand alone. If the infrastructure is required this cannot be delivered until phase 2 due to the interdependencies on other projects within ISD (see phase 2 timeline for details of these)
- Administrator training can be provided by suppliers. Training Dept may be required to support the delivery of training to force, however if unavailable it may be possible to procure these services. Training could potentially be delivered through various formats including electronic tutorials, that may not require trainer delivery
- FCR will allow testing, roll out and migration of staff over the required period. Both telephony systems will be run in tandem and testing will be completed in times of low demand to minimise disruption to staff and services. The timeframe also assumes that there will be adequate IS resource to deliver the requirements of the roll out
- Roll out of telephony across the force assumes that adequate resources will be available to deliver this phase and that all migration planning is in place