UNIFIED COMMUNICATIONS PHASE 2 INDICATIVE TIMELINE
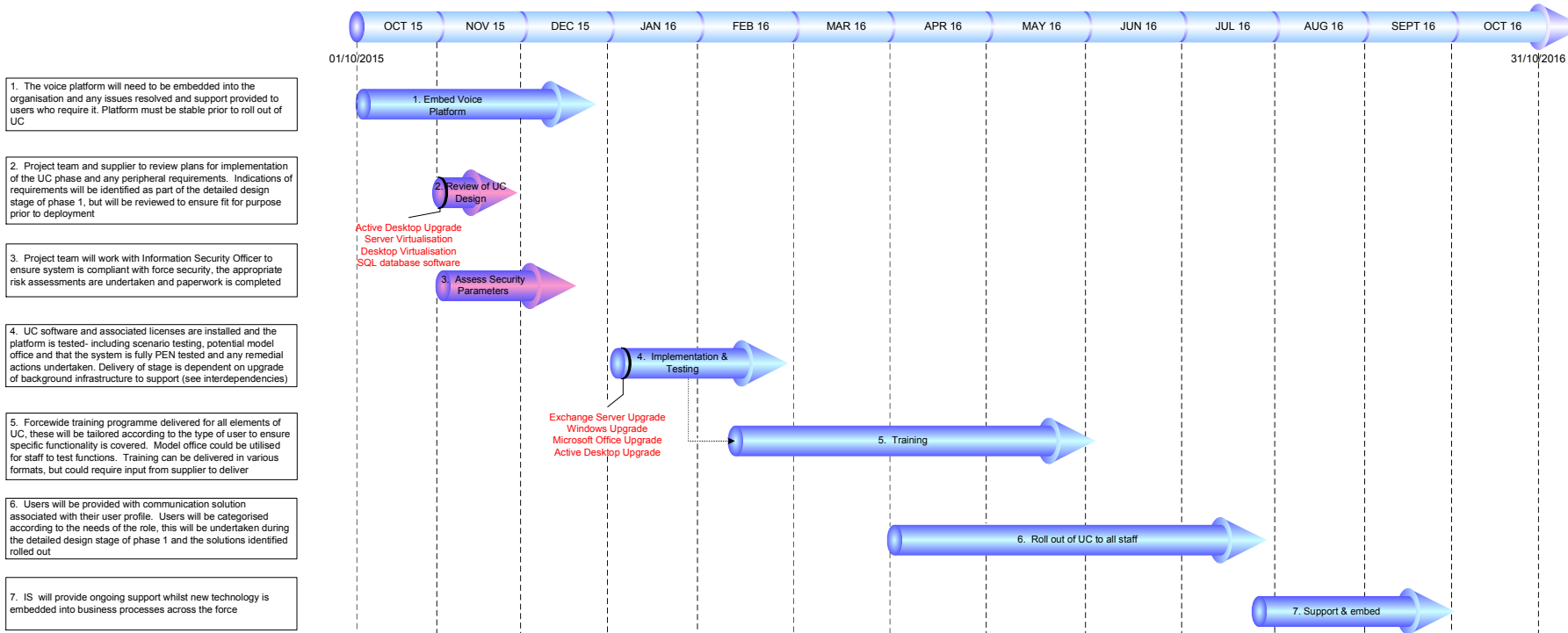
OCT 15 | NOV 15 | DEC 15 | JAN 16 | FEB 16 | MAR 16 | APR 16 | MAY 16 | JUN 16 | JUL 16 | AUG 16 | SEPT 16 | OCT 16

01/10/2015   31/10/2016

1. The voice platform will need to be embedded into the organisation and any issues resolved and support provided to users who require it. Platform must be stable prior to roll out of UC

2. Project team and supplier to review plans for implementation of the UC phase and any peripheral requirements. Indications of requirements will be identified as part of the detailed design stage of phase 1, but will be reviewed to ensure fit for purpose prior to deployment

3. Project team will work with Information Security Officer to ensure system is compliant with force security, the appropriate risk assessments are undertaken and paperwork is completed

4. UC software and associated licenses are installed and the platform is tested- including scenario testing, potential model office and that the system is fully PEN tested and any remedial actions undertaken. Delivery of stage is dependent on upgrade of background infrastructure to support (see interdependencies)

5. Forcewide training programme delivered for all elements of UC, these will be tailored according to the type of user to ensure specific functionality is covered. Model office could be utilised for staff to test functions. Training can be delivered in various formats, but could require input from supplier to deliver

6. Users will be provided with communication solution associated with their user profile. Users will be categorised according to the needs of the role, this will be undertaken during the detailed design stage of phase 1 and the solutions identified rolled out

7. IS will provide ongoing support whilst new technology is embedded into business processes across the force

Timeline bars:
- 1. Embed Voice Platform
- 2. Review of UC Design
  - Active Desktop Upgrade
  - Server Virtualisation
  - Desktop Virtualisation
  - SQL database software
- 3. Assess Security Parameters
- 4. Implementation & Testing
  - Exchange Server Upgrade
  - Windows Upgrade
  - Microsoft Office Upgrade
  - Active Desktop Upgrade
- 5. Training
- 6. Roll out of UC to all staff
- 7. Support & embed

KEY

Initiation and planning phases

Migration and Implementation

Interdependencies

INTERDEPENDENCIES (0 - 18 months)

- Active Desktop Upgrade - This is the application from which the telephony system will obtain data, a schema upgrade for Active desktop is underway and should be delivered . Active Desktop will require a certain amount of data cleansing prior to implementation of the telephony as the data is suspected of being outdated
- Server Virtualisation - ISD are developing a virtual environment (VMWare), on which software and products can be loaded and maintained, preventing the need for hardware servers, minimising space and future proofing services. This project is underway and is focusing on current services that can be transferred to the virtual environment. At this stage the project is assessing current products and not future services that could require virtualisation, but there is an amount of scalability within the environment. There is a risk associated with putting telephony within the current environment, that is if the environment was lost all telephony would be lost, therefore it is likely that telephony would need to be segregated or a separate environment would need to be considered. The chosen route will affect the interdependency differently.
- Desktop Virtualisation - Desktops will no longer be held on individual desktops, but in a central server and an image of this is transposed on to the screen of the workstation. All software is held centrally and can be accessed from the server. Documents will no longer be locally held on desktops. Virtualisation of software applications across the force will be assessed and implemented. Desktop virtualisation can provide limitations to potential telephony solutions, so the 2 projects must work closely to ensure the right parameters are instigated, for present requirements and any future needs.
- SQL Database Version upgrade - Database upgrade may be required to support the data bases required to maintain the telephony systems. It is not known yet what version requirements will be required, however NYP are currently running 2005, but there are plans to upgrade this
- Exchange Server Upgrade, Windows Upgrade & Microsoft Office Upgrade - all 3 are interlinked and relate to the Microsoft infrastructure NYP utilise. Outlook Exchange (email), Windows OS and Microsoft Office are all out of date and require upgrade (Windows XP - end of life April 2014). The potential UC software has associated minimum requirements of the aforementioned to deliver the benefits of UC e.g. Presence. Without the upgrade of these products there are limitations to what UC functionality can be delivered

ASSUMPTIONS/CAVEATS
- Detailed design from phase 1 will still be accurate and only minor amendments will need to be made. If the interdependencies identified above are not delivered at this point it will prevent delivery of the implementation stage of phase 2
- Security implications have been resolved in the most, and only minor points are to be addressed. If PEN testing identifies remedial actions to be taken, the timeframe associated with this stage of the project may need to be extended to satisfy these needs.
- UC Software is installed either via hardware or wherever possible in its virtual form. Scenarios to be tested to assess all elements of the system and to test capacity. A model office could be adopted to assist in scenario testing and could potentially double up for training opportunities
- Model office, virtual tutorials, awareness sessions, supplier training materials provided and tailored to the needs of the users. This may require internal training resource, but support could be procured from the supplier if required