

ITS Strategic Roadmap – FY20 Planning

Unified Communications

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Background

With the implementation of Voice over IP (VOIP) within Metro's workplace, diverse voice and data networks have merged. VOIP technology gives Metro the ability to deploy enhanced services to Metro departments that can increase efficiency and control operational costs. Utilizing the Voice over IP foundation, Metro will move to integrate communication services for potential access from phone, computer and mobile devices.

Primary stakeholders of these services are Metro general government agencies, Davidson County Sheriff's Office, and the judicial community. The Department of Emergency Communications (DEC) operates their administrative phones on the Metro telephone system; however, the Emergency 911 call center operates on a specialized platform designed for 911 operations. Metro Water Services and Metro Nashville Public Schools currently maintain their own telephone services.

Current Strategic Drivers

1. **Technology end of life: Obsolete telephone technology** (Game-changing) – Service Providers' (AT&T, Comcast, others) strategic plans to migrate to IP delivery of all services and phase out legacy services to include analog telephones, Centrex and Primary rate interfaces (PRI).
2. **Customer Demand: Video Conferencing Services** (High) – Requests for the ability to conduct video conferencing continues to grow. Providing enhanced communications over traditional telephone conferencing, video provides a more personal interaction and can reduce costs by reducing the need for travel.
3. **Subscription Based Services** (High) – Due to recent trends in the technology space many vendors are moving to licensing systems rather than devices. Often this comes in the form of establishing Enterprise Licenses agreements committing for time periods of 3-5 years. While this practice has been the norm for software products it has now evolved to the hardware/infrastructure environment.
4. **Metro Facilities Renovations and New Construction** (High) – With the increased growth of Davidson County, updated and new Metro Government facilities are required to services the needs of its constituents.
5. **Remote Worker/Disaster Recovery** (High) – Considering that connectivity is the basis of both disaster remediation and business recovery activities, as seen in the 2010 Nashville flood, a focus on disaster recovery readiness is critical.
6. **Customer Demand: Instant Messaging** (Medium) – Metro ITS has received multiple departmental requests to provide Instant Messaging to be integrated into work process.



On the Horizon Strategic Drivers

1. **Replacement of Emergency Telephone Lines** (High) – Currently elevators and fire/security systems use analog telephone service today. Analog services are projected to no longer be available in 2020. Metro ITS will need to determine what type of service can be used in place of analog technology that meets building and fire code requirements.
2. **Disparate Ownership of Assets** (Medium) – While the majority of Metro departments operate on the enterprise telephony platform, two Metro departments still own and administer their departments telephony system. As those platforms age and technology continues to change, maintaining interoperability between diverse system will become more difficult and the cost of doing so will continue to increase.

Short Term Goals (0-6 months) 7/1/19 – 12/31/19

	Goal/Objective	Est. Start	Est. Duration
1	Implementation of Cisco Meeting Place Solution (Acano) to enable voice conferencing, video conferencing from desktop (Web-Ex like), Telepresence, video phone and mobile devices. Service can be used internally as well as with external participants. This will be a phased roll-out; no capital funding required.	7/2019	6 months
2	Continue the planned implementation of Cisco Jabber client for presence and instant messaging.	7/2019	6 months
3	Annual review of all telephony services to ensure adherence to best practices and security patch validation.	7/2019	Ongoing
4	Investigate potential benefits and cost related to establishing an Enterprise Agreements (EA) for Cisco network and telephony products and services. Capital funding may be required.	7/2019	6 months
5	Review and update with key stakeholders, the direction for unified communications considering the various services available from Microsoft (Office 365) and Cisco Systems. Identify use cases and interoperability develop a consolidated go forward strategy.	7/2019	6 months

Medium Term Goals (6-18 months) 1/1/20 – 12/31/20

#	Goal/Objective	Est. Start	Est. Duration
1	Potential conversion of Metro Water Services phones at administrative and production facilities. Capital funding will be required.	1/2020	6 months
2	Conversion of legacy carrier telephone services (ISDN/PRI) to SIP based services. Analog service replacement. Capital funding will be required.	6/2020	6 months
3	Implementation of Quality of Service (QOS) parameters. These will become necessary as the adoption of video services increase.	1/2020	12 months



4	Evaluate using CTI in hubNashville (Salesforce) for quicker acquisition of customer information other unified communications solutions such as teams to better service Nashville citizens. Capital funding will be required.	1/2020	12 months
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Long Term Goals (18-36 months) 1/1/21 – 6/30/22

#	Goal/Objective	Est. Start	Est. Duration
1	Conversion of Metro Water Services Avaya phone and IVR at Water Customer Service. Capital funding required.	1/2021	12 months

Related Roadmaps

- Structured cabling
- Network infrastructure
- Office 365

