

Approved: January 24, 2008
Date

MINUTES OF THE HOUSE GOVERNMENT EFFICIENCY AND TECHNOLOGY COMMITTEE

The meeting was called to order by Chairman Jim Morrison at 3:35 P.M. on January 22, 2008, in Room 526-S of the Capitol.

All members were present except Representatives Dan Johnson, Lee Tafanelli, Kenny Wilk, and Stan Frownfelter, all of whom were excused.

Committee staff present:

Mary Galligan, Kansas Legislative Research
Jennifer Thierer, Kansas Legislative Research
Renae Jefferies, Office of Revisor of Statutes
Gary Deeter, Committee Assistant

Conferees appearing before the committee:

Eldon Rightmeier, Deputy Director, Bureau of Telecommunications, Division of Information Systems and Communications

Others attending:

See attached list.

The minutes for the January 16, 2008, meeting were approved. (Motion, Representative Mah; second, Representative Kelley)

Representative Kelley commented that the Taxpayer Transparency Act passed by the Committee the previous session has become model legislation for other states and has been recognized by the federal government for its emphasis on taxpayer access to government information. She suggested that, because of the historic significance of the bill, the Committee might wish to re-introduce the bill so that members could sign on as co-sponsors. After some discussion as to protocol, the consensus of the Committee was that if there are no objections to such a procedure, the Committee will go forward with Representative Kelley's suggestion. Staff Renae Jefferies noted that the bill is **HB 2647**.

Eldon Rightmeier, Deputy Director, Bureau of Telecommunications, Division of Information Systems and Communications (DISC), traced the history of communications from voice networks (regulated, universal) to data networks (unregulated, not universal), stating that a new framework is on the horizon to merge voice, data, and video into one system called Unified Communications (Attachment 1). He commented that Kansas is facing two important questions: Should we move to UC? And how, what, and when do we move into UC? He noted that consultants (Gartner Group, Forrester Research, Calence) advise that a cultural shift is required, upgrading both the service delivery organization as well as the service delivery infrastructure. He explained that UC does not advance an existing technology, but transforms technology.

Members commented that VoIP (Voice-over IP) and using KANWIN (Kansas Wide-area Information Network) rather than commercial networks for KAN-Ed are presently prohibited by statute and would

CONTINUATION SHEET

MINUTES OF THE House Government Efficiency and Technology Committee at 3:30 P.M. on January 22, 2008, in Room 526-S of the Capitol.

require statutory changes.

Mr. Rightmeier continued, saying that presently DISC is upgrading its systems to meet the requirements of UC. He stated that different agencies are presently considering differing system platforms upon which to build UC, a process that will seriously compromise state-wide interoperability for communications. He said what is needed is a UC strategy to obviate a "Swiss-army-knife" deployment by agencies, which will create islands of communication within the state. He noted that many voice systems are becoming obsolete and will soon not be supported by vendors. He listed a number of state departments that are currently considering upgrades, a direction which may make the agency systems incompatible with each other.

In discussing the consolidation of the KANWIN and the KAN-Ed networks, Mr. Rightmeier said the merging of the two networks will be completed by June 2010. Members queried Mr. Rightmeier regarding the consolidation project, to which he gave the following answers:

- UC will cross all branches of government.
- The federal government is pushing for migration to IPV6, but DISC is not yet ready for those standards.
- There are about 12,000 voice mail boxes in the state and about 50-75 stand-alone voice mail systems.
- If a unified platform is built, it could include the Regents institutions.
- The present cost of KAN-Ed maintenance is \$5 million for 300 connected sites, and for KANWIN a cost of \$2.7 million for 500 connected sites, a total of \$7.7 million for 800 sites. Consolidation will result a total cost of \$6.1 million with 1200 connected sites, a savings of \$1.6 million and the addition of 400 sites, all on one standardized platform.
- The consolidated platform will not be able to accommodate Regents' traffic, which is carried by KANREN (Kansas Education and Research Network).

A member recommended including KANREN in the consolidation; Mr. Rightmeier said that, even though KANREN was a private network, the recommendation would be considered.

The meeting was adjourned at 4:35 p.m. The next meeting is scheduled for Wednesday, January 23, 2008.



Attachment 1
HGET 1-22-08

Statewide Networking

- A Strategic Approach -

Understanding the Game

“It’s Chess - Not Checkers.”

1-2

“In the Beginning...”

- There was *Voice*: Local, LD, PBX, Centrex (1970s & 1980s)
- Plain Old Telephone Service (POTS)
- Reliable, Dependable, 99.999% Uptime
- Regulated, Universal

“And then....”

- There was *Data*: (1990s to approx. 2005)
- The Internet, Internet2, KanREN, KanWIN, Kan-ed
- Not as reliable, not as dependable, between 98.5 and 99.9% Uptime
- Not regulated, not universal

Understanding the Game

“It’s Chess - Not Checkers.”

1-3

“And Now...”

- There is Unified Communications (UC) – The Name of the Game
- Voice, (video) and Data on one system
- Lots of moves:
 - Nortel, Cisco, Avaya, Seimens, Alcatel Lucent, Genesys, MicroSoft
- Enterprise organizations face the following questions:
 - Do we change? (What are the benefits)
 - What do we change? (Everything or stages)
 - When do we change? (Early or late)
 - How do we change? (Internal systems, managed systems, hybrid systems)

“The Game is On...”

Putting the Pieces in Place...

“It’s Chess - Not Checkers”

1-44

“So, What does it take to Play the Game?”

- A “Service Delivery” organization
 - Requires a cultural shift
 - New or better departmental communications channels
 - Identify and close organization gaps
 - IT and end user training(Source: Forrester Research, Inc)

- A “Service Delivery” infrastructure
 - Requires a pre-deployment network assessment
 - Must be highly reliable, scalable, manageable
 - Must be MPLS, QoS, Multi-cast etc. capable(Source: Forrester, Gartner, Calence research documents)

Quality of service

Putting the Pieces in Place

“It’s Chess - Not Checkers”

9-1

▪ *A Strategy*

- Chess, not checkers
 - Rotary dial to Touchtone = Checkers (advancement)
 - POTS / Data to Unified Communications = Chess (*transformation*)
- Guiding Philosophy
 - Commercial philosophy
 - Industry will do it via the Commercial Internet
 - Positives – Universal, cost effective, done for you
 - Negatives – Untimely, uncertainty, lack of uniformity
 - Enterprise philosophy (do it yourself)
 - Effectively become a “carrier”
 - Positives – Timely, Uniform services, control
 - Negatives – Less universal, more cost, takes resources

Putting the Pieces in Place

“It’s Chess - Not Checkers”

9-1

“So, What Pieces does Kansas have in Play?”

- DISC Organization (BOT) Uplift
 - Organization gaps identified (Calence Study)
 - Uplift in progress (Culture change)
 - IT Training in progress

- KanWIN Infrastructure Upgrade
 - Network Assessment complete
 - Hierarchical, Modular for reliability
 - Layer 3 Services Capable
 - Single vendor (Cisco) for services, manageability, and local support

- KanWIN / Kan-ed Infrastructure Consolidation
 - Spreads Layer 3 Service Capability across the state
 - Demonstrates improved inter-departmental communication

Note

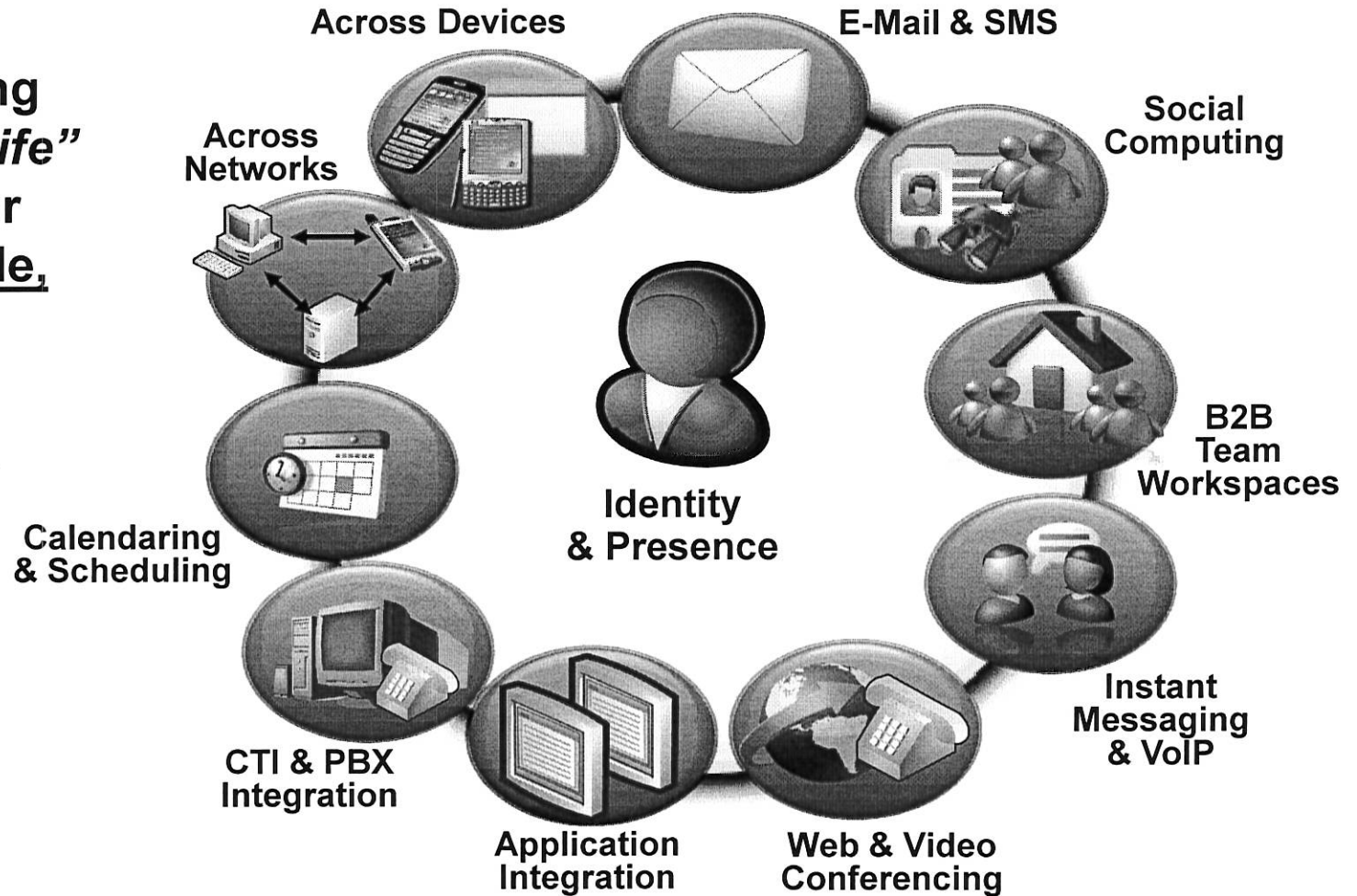
The actions taken thus far do not require advancement to full-blown Unified Communications. UC is still optional although these efforts do lay the foundation for a Kansas UC deployment.

- Uplifting the DISC Telecom organization is required for service improvement to State agencies regardless of UC.
- The KanWIN Infrastructure Upgrade is required to improve network reliability regardless of UC.
- The Kan-ed / KanWIN consolidation is consistent with legislative directives and will improve connectivity and cost effectiveness regardless of UC.

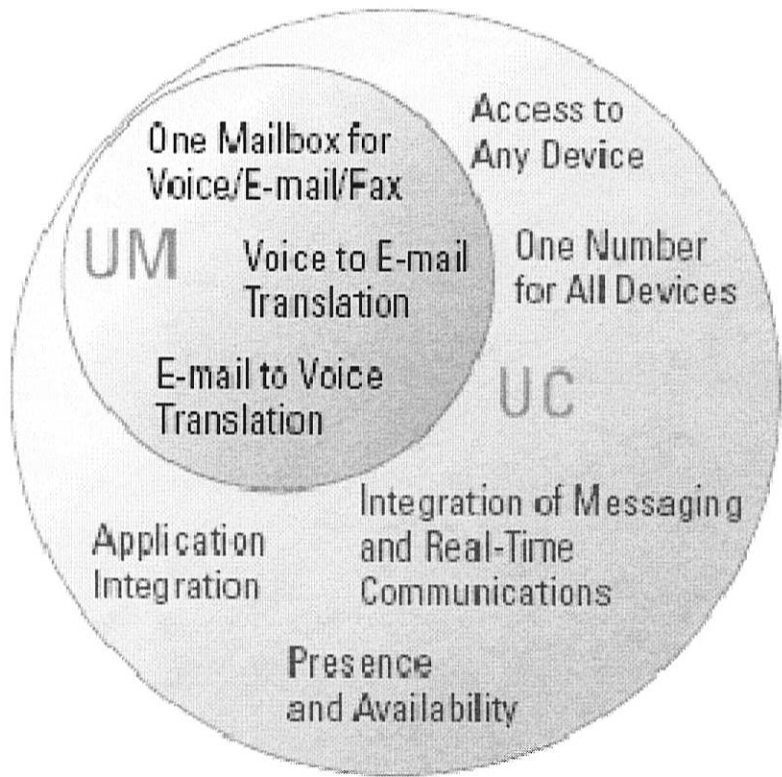
These steps will, and should, take place whether UC is formally adopted or not.

Evolving Communication Landscape

The ever growing *“swiss-army knife”* and our need for easily-accessible, integrated, on-demand communication technology!



UC Convergence Viewpoints



“Enterprises should look at UC as a way of tightly integrating their service offerings around their customer's and employee’s habits.”

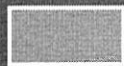
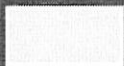
Gartner Vendor Overview

1-10



UC package	OmniTouch UC	Com Manager	OCS (was LCS)	Cisco UC Mngr	MCS5100	Openscape
Telephony	MyPhone/OMNI-PCX	MultiVantage		Call Manager	CS1000	HiPath 8000
Unified Messaging		Modular Messaging		Unity		
Desktop Client	MyPersonal Commr	One-X Desktop	Office Communicator	Cisco Desktop	MCS5100	OpenScope / OpenStage
E-mail	Partners		Exchange	Partners	Partners	Partners
Instant Messaging	MyTeamwork		OCS		MCS5100	OpenScope/partner
Audio Conference	multiple	Meeting Exchange	LiveMeeting/partners	MeetingPlace	MCS5100	OpenScope/partner
Video Conference	MyTeamwork	Partners		MeetingPlace	MCS5100	OpenScope/partner
Web Conference	MyTeamwork	partners	Live Meeting	MeetingPlace	MCS5100	OpenScope/partner
Rich Presence		2008+	OCS			OpenScope
Contact Center	Genesys	CIS	MSS & Partners	IPCC	NCC v6	HiPath ProCenter

Limited Capability



Advanced Capability

Putting the Pieces in Place

“It’s Chess - Not Checkers”

2-1

“What Pieces are not in Play?”

- The Main Thing – A UC Strategy
 - Takes Understanding – What is UC?
 - Takes Acceptance – UC is going to happen
 - Planned and organized
 - Random, agency by agency or school by school
 - UC is the only “real” alternative to existing telecom systems

- First, what is Unified Communications?

Putting the Pieces in Place

“It’s Chess - Not Checkers”

“What Pieces are not in Play?”

- Second, what is happening to make this transition appear inevitable?
 - Existing systems reaching end-of-life (legacy)
 - The State’s voicemail system reaches end-of-life October 2008
 - Existing Automatic Call Distributor (ACD) system requires replacement
 - DISC Plexar costs for Topeka & Wichita increased 25% in 2007
 - Avaya maintenance costs going up approx. 400% for University PBXs
 - Agencies are already on the move
 - Labor already on Avaya VoIP and Genesys ACD solution (potential island)
 - Corrections requires up to eight PBX replacements
 - SRS requesting voice system upgrades statewide
 - Revenue considering voice and ACD upgrades
 - The Banking Commission and Gaming Commission have requested moves to commercial UC suppliers
- Point – The game is already being played without a strategy

Putting the Pieces in Place

“It’s Chess - Not Checkers”

1-13

Strategy Proposal

- Complete DISC Telecom organization uplift and Infrastructure Upgrade as scheduled (by June 2009)
- Complete Kan-ed / KanWIN consolidation as scheduled (by June 2010)
- Kick-off UC planning with Gartner UC Symposium
 - Gain understanding through expert analysis
 - Scheduled for March 13th and 14th 2008
- Form Planning Team for cross-functional planning
 - Develop statewide strategy
 - Issue RFP for UC in 4th Quarter 2008
 - Deploy and Implement in 2009 / 2010

The Board Can Be Set

1-14

**With all the Pieces in Place, the State of Kansas
can...**

...improve services to all Kansas public institutions

...increase the availability of services to Kansas citizens

...save dollars in IT deployment while increasing services

Checkmate!



Efficiency of Consolidation

- Kan-ed Today
 - \$4.0 M in Backbone (Regents)
 - \$1.0 M in access (Constituents)
 - Total \$5.0 M for 300 connected sites
 - T1 & 3.0 Mb access
- KanWIN Today
 - \$2.7 M total for 500 connected sites
 - 56K to T1 access
- Total for both = \$7.7 Million for 800 sites

Efficiency of Consolidation

- Kan-ed Tomorrow
 - \$0 in Backbone
 - \$3.0 M in constituent access (with e-rate)
 - Total = \$3.0M for 700 connected sites
- KanWIN Tomorrow
 - \$3.1 M for 500 connected sites
 - All T1 access
- Total for both = \$6.1M for 1200 sites

Efficiency in Consolidation

➤ Summary

- Total Savings = \$1.6 M
- Total Increase in connections = 400
- 21% decrease in cost
- 50% increase in connections

➤ All on one standardized platform