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Justin Johnson, Secretary

MEMORANDUM

TO: Agency and Department Heads
FROM: Justin Johnson, Secretary, Agency of Administration
DATE: May 10, 2016
RE: Voice over Internet Protocol (VOIP)

In July 2015 the Department of Information and Innovation (DII) announced the start of the Voice over Internet Protocol (VoIP) project to modernize the States phone system. Beginning that next month, the VoIP Team with assistance from service provider NWN Communications, started the planning and upgrades to behind the scenes equipment and replacement of existing land-line phones with new VoIP phones. This initiative continues to replace outdated voice technology while utilizing the State's pre-existing data infrastructure. Additional benefits from this change include:

- Significant reduction in cost (leasing, equipment, manpower, and maintenance)
- Integration of voice, video, and data technologies onto one physical network
- Disaster recovery and phone accessibility (COOP, telecommuting, single number reach)
- Reduced effort and cost to move phones during staff relocations

The conversion is phased geographically by State offices and is projected to be completed in 2018. The project first began with a pilot at DII's sites, and now successfully transitioned several more locations including most of the new Waterbury Complex. As this transition progresses to new sites, the VoIP Team will contact and work with site representatives. Together, the Team and your site representative will ensure you have the information you need at the right time, and any specific requirements or concerns are addressed. The Team will also keep you updated as progress continues and new information is available.

We welcome any questions or comments you may have regarding this project. To get more detailed information including answers to frequently asked questions (FAQ's), or to submit your own question, please visit the project website at <http://dii.vermont.gov/news-issues/enterprise-projects/voip>