Good afternoon,

DII is pleased to announce the start of a project to modernize the States phone system. Beginning in August 2015, the Voice over Internet Protocol (VOIP) Implementation Team, with assistance from our service provider NWN Communications, will replace existing land-line phones with new VoIP phones, and upgrade behind the scenes infrastructure. This conversion will be phased by geographic location of State offices, and is projected to be complete in 2018. The project will pilot at the DII locations prior to the release of the full schedule.

We are undertaking this initiative now to replace outdated <u>voice</u> technology while utilizing the State's pre-existing <u>data</u> infrastructure. Additional benefits anticipated 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 relocate phones during staff relocations

Organizational Change Management (OCM) is an approach to help transition through this anticipated change, and will be utilized throughout this endeavor to improve communications and enhance both the experience of those impacted and the overall quality of project outcomes. To get started, the VoIP Team will work with a representative you select as a *Change Agent* for your area to be sure the detailed information is reaching those that need it, while ensuring any specific requirements or concerns are communicated back to the Team. We estimate the time required for each Change Agent to only be a few hours per week. The individual you assign should be a good communicator and have the authority to assemble and facilitate group meetings. **Please email DII the name and contact information of your assigned Change Agent on or before August 6, 2015, to DII.VoIPProject@vermont.gov**

Next steps include a similar communication about the project to all employees along with a brief survey. The Team will utilize feedback received for project planning and further communications. We welcome and encourage any questions or comments you may have regarding this project. The Team will continue to keep you and your areas updated as progress continues and new information is available. Please visit our project website to find more information including answers to frequently asked questions (FAQ's) and links to contact the Team with questions at

http://dii.vermont.gov/news-issues/enterprise-projects/voip.

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