Voice Rationalization

U.S. STATE
RATIONALIZING STATE TELECOMMUNICATIONS FACILITIES AND ORGANIZATIONS

OVERVIEW

As part of a State business process and budget overhaul, the Governor ordered the rationalization of all State telecommunications facilities and organizations. Centralization, standardization, and enhanced governance activities supported by EKI are anticipated to result in an ongoing annual run-rate savings of approximately $12MM.

ONE STATE, TWO NETWORKS

The State has operated two distinct backbone networks for the last 20 years. The State Century Network (SCN) was designed and developed to serve the State's education and research institutions; and in recent years had expanded services to municipal, civic and healthcare organizations. The SCN is a state-of-the art IP network with tremendous bandwidth capacity and flexibility. The State government backbone, managed by Central Management Services' Bureau of Communication and Computing Services (BCCS), is principally a frame relay network.

EKI is currently working with State personnel to migrate all circuits off the frame relay network and onto the SCN network. This migration, called Project Hercules, involved upgrading headend equipment at sites throughout the State; coordinating with State agencies for circuit migration; managing dates and third-party installers on very tight timelines and within acceptable timeframes for affected Agencies; and careful coordination and communication with the State's IT rationalization program. The IT rationalization program is being managed separately within the BCCS organization.

Over 2000 circuits will be migrated by June, 2005 and the frame relay backbone will be decommissioned at that time. To support the expanded network, EKI planned and facilitated implementation of the Communications Management Center (CMC), a state-of-the-art network operations center, in the State's most populous city. Processes, workflows, network monitoring and management tools, space planning, and equipment ordering were just some of the project components of the CMC launch.

Unified Solutions Center

In addition to the rationalization of the network backbone, EKI also undertook the rationalization of Telecommunications and Information Technology helpdesks, order processing and fulfillment, and customer service functions. The result is the Communications Solutions Center, housed in the State Capitol, which when fully operational, will provide one-stop shopping for all telecommunications and information technology support for the approximately 50 State agencies served by BCCS. In creating the CSC, which leverages employee knowledge of process and product across all agencies at Tier 1, the State will eliminate all contract staff serving these functions in the telecommunications area now, for an annualized savings of over $2MM. As with the CMC, EKI provided space planning and workflow process and design as well as communication support for agencies; training and professional development recommendations for all staff; standardization of staff roles and responsibilities; and performance metrics.

Sustainable Success

To launch, implement, and sustain the technological advancements and cost savings generated by these two broad efforts, EKI developed a Telecommunications Master Plan for the State, which provides a five year roadmap for technological and workforce sustainability; a governance model will ensure that the controls imposed as part of the rationalization process are evaluated regularly, refined, and sustained for future State operations.

RESULTS

With EKI's support and guidance, the staff and technology of the State Century Network was seamlessly transitioned to BCCS in June, 2004, enabling network rationalization and the formation of the CMC and CSC. EKI will meet the Telecommunications Rationalization program goals both in terms of run rate savings as well as contractor headcount reductions by June, 2005.

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Project Start and End Date: