

**City of Milpitas
Approved Minutes
Telecommunications Commission
February 25, 2013**

I. Call to Order & Roll Call:

Chair D. Gupta called the meeting to order.

Members Present: D. Gupta, A. Alcorn, W. Lam, S. Singh, H. Nguyen, D. Lax, K. Bohan,

I.S. Staff: M. Luu, M. Schwarz, E. Pasion

City Council: A. Polanski

Members Absent: H. Tran, I. Munir, N. Gupta, E. Batista

II. Pledge of Allegiance:

The members of the Commission recited the Pledge of Allegiance.

III. Announcements:

No announcements made for the record.

IV. Approval of the Agenda:

Motion to approve the agenda as submitted.

M/S D. Gupta / W. Lam Ayes: 7

V. Approval of the Minutes:

Motion to approve the January 28, 2013 minutes as submitted.

M/S D. Gupta / Ayes: 7

VI. Citizen's Forum:

No comments made for the record.

VII. New and Continued Business:

1. VOIP UPDATE.

Matthias Schwarz updated the commission on the VOIP project.

Staff outlined the project metric, the design and build and final before and after the go live date of the project.

Staff provided a synopsis of the history of the city's telecom project of the past two decades and the current status of the VoIP phone system deployment.

MS provided and summary and overview of the funding of the project and the current master plan development addressing budgetary needs and changes to the staffing of the development a new phone system.

The timeline outlined the three phases. Discovery, RFP, Actual work of the project. Staff conducted extensive interviews with city

staff researching their operational and functional needs. Once a formal RFP was published the city received six responses eventually selecting Extra Team Phone System Strategies to do the new phone system upgrade and implement for the City. Staff also updated and reduced the cost of the leased cost of fiber optic and telecom services originally provided by AT&T. Staff has been testing the new phone system. All IS staff member have been the new Cisco phone system in conjunction with existing NEC phone system.

Commissioner Lax asked of the existing support of the NEC phone system. Staff will be addressing the priorities of the phone system and then later review the older phone operational needs.

Staff continued with the Cisco Unified Communications and its architecture that is being developed for the City. The Cisco CUC Business Edition 6000 version 8.6 is being deployed for with the eventual rollout of version 9.1 later in the calendar year. Most of the Cisco phone system functions will not be fully deployed all at once. Staff will be rolling out limited features with the intent to introduce new phone functions and features as needed by departmental needs. Staff is working with executive management staff to consider specific phone functions that will be used on a staff and city wide level.

Staff detailed the last four months of the project and nearing the go live implementation date. The month of March 2013 will be the busiest month for the phone system implementation and rollout. Staff will be setting up and deploying the new phone system. Training will be given to all city staff and will be made available in order to make all users capable of navigating and comfortably using the new phone systems. By the first week of April 2013 the new phone system will be ready for rollout and additional training and testing of the equipment. On Monday, April 5 will be the full implementation and user implementation of the phone system. On Monday, April 8 will be the full implementation of the new phone system.

Goal will be to accept the project my May 3, 2013 and eventually remove the outdated equipment.

Chair D. Gupta, asked what was the process of selecting a qualified vendor for the phone project. Staff noted that low bid was not the main factor of selection. Response and time line availability and support and overall expertise were factors for selecting a vendor. All of the IS staff members have been adding the work load and checking and testing everything for the past several months.

Vice Chair Singh asked about the in-house training for the new phone system. Staff noted that there will be additional training for IS Staff for the phone system as well provide additional phone training for the more. Vice Chair Singh asked about the 8.6 soft ware versus a full 9.0 version implementation. Staff

noted it was recommended to start with 8.6 versions then rollout 9.1 later in the calendar year. Staff noted that testing is ongoing.

Commissioner Lax asked of the training of the city staff members. Staff noted that there will be staff support and training for all staff members and online video training made available for all city staff. Power users will also be given training on the new system will be given additional functions for their user needs.

Commissioner Bohan praised staff for the very detailed and through presentation to the commission.

Chair D Gupta requested that the commissioners get an electronic copy of the staff presentation given to the group.

Note, receipt and file

M/S A Alcorn / D. Lax 7

2. January 2013 Information Services Report

Staff provided a summary of the activities from the Information Services Department for the month of January 2013.

City Council approved mobile fire computer funding. The equipment will be installed in the end of March.

Finally, renewed effort to deploy online time sheet project is in progress and should be live in next month with full rollout to all city departments.

Commissioner Alcorn asked of the GIS Manager hiring status. Staff reported that interviewing for the position is in progress. The City's GIS system can be supported by outside vendors but need to be paid for service rendered for the support. GIS data updates will be needed in the future in the meantime current revisions and updates are being managed by existing IS Department staff.

Motion to note, receipt and file.

M/S A. Alcorn / D. Lax Ayes: 7

3. Round Table Discussion

Commissioner Bohan commented on AT&T UVerse product and its current green expansion of its services. He asked if there were a possibility of getting a presentation from a representative of AT&T and the UVerse programs.

VIII. Adjournment of Meeting:

Meeting adjourned to Monday, March 18, 2013.