

Service Announcement

Date: July 11, 2016

Subject: Upgrade of Tumwater Campus PBX

Upgrade of PBX Software

The Tumwater Campus PBX is being upgraded to a newer version of Avaya processors and operating software. As part of the same activity the call center and ACD agent software is being upgraded. This upgrade is being undertaken to bring the system to a fully supported software release, which will introduce new features and services, and to increase system capacities. The upgrade will allow us to provide the latest features and functionality to our customer base.

Part of the upgrade process involves Avaya downloading the existing information in the PBX, formatting it to work with the new software version, and uploading it to the new platform.

To insure the integrity of the system software we are imposing a **one day freeze on order activity**, beginning on August 17. After that point, only emergency orders will be performed. Any order made during the freeze period will need to be manually tracked and re-input after the new system software is uploaded.

WHEN

This change is scheduled for Thursday, August 18, 2016 between 6:00 PM – 12:00 AM

Service may be unavailable for up to one hour after the upgrade begins. After that there may be short interruptions at some sites as software and firmware residing in individual components is updated.

If for any reason you experience problems after this change, call the WaTech Service Desk at 360-753-2454.

WHO IS AFFECTED

DRS– Point Plaza
DSHS-Point Plaza
DSHS – Maple Lane
DFI - Point Plaza
OIC - 5000 Capitol Building
DOR - 6500 Linderson
DOC – Edna Goodrich Building
DOC – Maple Lane
DOC – Warehouse
LNI - Headquarters
LNI - Town Square
LNI - Town Center

MORE INFORMATION

Please contact the WaTech Service Desk at (360) 753-2454 (toll-free at 888-241-7597) or via email at

ServiceDesk@watech.wa.gov, and reference this document if you have questions or concerns.

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Statutorily authorized as Consolidated Technology Services (CTS)