

## Project name: Telephony Infrastructure Modernization Project

Date: October 9, 2024

82% Complete



### Progress Summary

The project team successfully developed and finalized a comprehensive Decision Document outlining the future roadmap for telephony services. This document received approval and was signed off by all necessary parties. Following approval, the team presented the Decision Document to the entire Local Technology Services (LTS) staff in a session that included a productive Q&A, led by Executive Sponsor Cesar Rivera and Business Owner Chris Craig.

In terms of technical progress, additional customers were migrated to Microsoft Teams and Session Initiation Protocol (SIP) services. Additionally, sunset dates for Centrex and PBX Fax services were announced at the Customer Engagement Forum. To ensure clear communication, the team published Centrex and PBX Fax One-Pagers and updated the relevant service pages to reflect these changes.

Migration of customers to Microsoft Teams and/or Session Initiation Protocol (SIP) will continue as a priority. Additionally, the team will finalize the process for tracking upgrades to ensure smooth implementation and monitoring.

### Progress since Sept. 23, 2024:

- Continued working with customers on timelines.
- Completed analysis to determine 450's do not need to be ordered.
- Continued working on service model documentation.
- Published update to public facing page: [Telephony Infrastructure Modernization Project | WaTech](#)
- Updated publishing dates for PBX Fax Service Announcement, Service Page Update, and One-Pager to occur after a Town Hall planned in early November.

### Planned activities

- Continue working on service model documentation.
- Steering Committee Meeting.