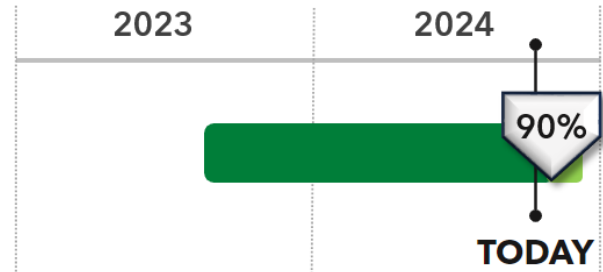


## Project name: Telephony Infrastructure Modernization Project

Date: November 19, 2024

90% Complete

**Telephony Infrastructure Modernization**  
Aug. 24, 2023 - Dec. 18, 2024



### Progress Summary

In November 2024, the Telephony Infrastructure Modernization Project advanced its mission to modernize legacy telephony systems, achieving several key milestones. The project developed a standardized process to track system upgrades, ensuring clear documentation and accountability throughout the transition. Additional customers were successfully migrated to modern platforms, including Microsoft Teams and Session Initiation Protocol (SIP), enhancing communication capabilities and aligning with the project's modernization objectives. Progress continued on drafting comprehensive internal service model documentation to standardize workflows and clarify roles for delivering Telephony services.

To support stakeholder engagement, the team began creating concise, audience-focused one-pagers to communicate upcoming changes effectively. These materials complemented the announcement of sunset dates for legacy systems, which will be strategically shared during a town hall on Nov. 21. Updated one-pagers and website resources will be published to provide clear guidance on the sunset process and assist customers with the transition.

- Created one-pagers for upcoming sunset date announcement via mid-Nov townhall.
- Migrated additional customers to Microsoft Teams and Session Initiation Protocol (SIP).
- Continued drafting service model documentation.
- Finalized the process for tracking upgrades.
- Replaced or decommissioned 24 G650s to date.

### Planned Activities – Nov-Dec.

- Finalize and distribute the service model documentation.
- Expand customer migration efforts to ensure a larger number of users transition to Microsoft Teams and SIP.
- Conduct additional outreach and provide training to facilitate adoption of the new systems.
- Monitor feedback from town hall sessions and adjust plans to address concerns or challenges identified.
- Continue to work with customers to replace or decommission G650s in the environment.