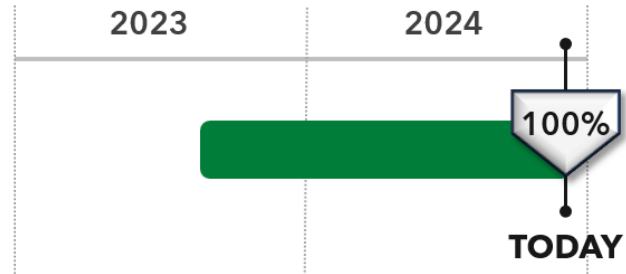


**Project name: Telephony Infrastructure Modernization Project**

**Date: December 18, 2024**

**100% Complete**

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



**Progress Summary**

The Telephony Modernization Project made significant progress in its mission to modernize communication systems, while closing out the first phase of the project on Dec. 18, 2024.

A customer town hall was held to announce PBX sunset dates, address questions, and increase agency awareness. The team successfully migrated additional users to Microsoft Teams and Session Initiation Protocol (SIP), enhancing system adoption.

To ensure consistent service delivery and improved customer experience, a Standard Service Delivery Model Template was developed and finalized. Migration efforts were expanded to facilitate a broader transition to the new platforms. The project prioritized stakeholder engagement, conducting outreach and delivering targeted communication methods to ease the adoption process. Feedback from the town hall sessions was actively monitored, with plans adjusted to address identified concerns and challenges.

Additional accomplishments included publishing one-pagers and updated service pages to provide clear, accessible information the sunset dates for legacy services. PMO close-out activities have commenced ensuring a seamless transition to operations to sunset the legacy services.

**Planned/Completed Activities**

- Steering Committee approved of Standardized Service Delivery Model Template in January 2025.
- Finalized monthly metric reporting tool in January 2025 so that management has visibility into progress.
- Held Lessons Learned session in December 2024 to document what went well and what needed improvement.
- Complete Project Close-out Report in December 2024 to document lessons learned, review outcomes, evaluate success, ensure a smooth transition to operations and apply insights to future projects.
- The project will continue working with customers to replace or decommission services and continue migrating customers from legacy to modern telephony services.