

Project name: Communications & Productivity Service

Date: February 2026

23% Complete



Progress summary

In February, the Communications & Productivity Service Project continued agency outreach and migration planning across telephony, IVR, billing, and vendor onboarding workstreams. The team delivered updates to affected parties through a Feb. 9 town hall and Steering Committee coordination, continued agency follow-ups (including agencies marked pending), and strengthened project controls through ongoing risk/decision tracking.

Key delivery work included kicking off Univonix planning and confirming the PBX assessment and data-extraction approach, completing OLY2/OLY3 discovery extraction, and initiating IVR migration coordination with Lottery, DSHS, DCYF, DFW, DNR, and HCA. The team also continued billing alignment discussions (including meeting notes and question sets) and shared monthly OCM dashboard updates while finalizing readiness survey work and preparing additional communications.

PBX line status (latest reported*)

	Complete	Remaining
Agencies (52 total)	24	28
Lines (13,621 total)	3,095	10,526

**The figures above are subject to change as the vendor proceeds through the PBX line discovery process.*

Next steps

- Continue IVR migration planning and estimation with priority agencies; advance telephony/call-center readiness checks.
- Continue agency outreach
- Finalize and distribute OCM readiness survey; incorporate results into readiness and communications planning (GovDelivery and town hall prep).