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AZNet II – Arizona Network

Refresh

Site Readiness Meeting

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Site Refresh Project Points of Contact

The primary AZNet II and ASET EIC points of contact for this Voice/Network Site Refresh project are:

AZNet II:
Joan Carter, AZNet II Program Mgr, Joan.Carter@CenturyLink.com
Steve Kalomas, AZNet II Engr Mgr, Steve.Kalomas@CenturyLink.com
Angel Bingham, AZNet II Lead Voice Engr, Angel.Bingham@CenturyLink.com
Sue Anderson, AZNet II Lead Site Refresh Project Manager, Sue.Anderson1@CenturyLink.com
AZNet II Site Readiness PM (Assigned Per Agency)
AZNet II Site Refresh PM (Assigned per site, once site readiness is confirmed)

ASET EIC:
Gary Hensley, Chief Networking Officer and Assistant Director, Gary.Hensley@azdoa.gov
Suzan Tasvibi-tanha, Program Manager - Network, Suzan.Tasvibi@azdoa.gov
Robert Fisher, Program Manager - Voice, Robert.Fisher@azdoa.gov
Pam Dreyer, Program Manager - Compliance, Pam.Dreyer@azdoa.gov
Trudi Dela Cruz, Program Manager – Customer Relations, Trudi.Delacruz@azdoa.gov

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AZNet II Voice/Network Site Refresh Project Workflow
Single Agency Sites

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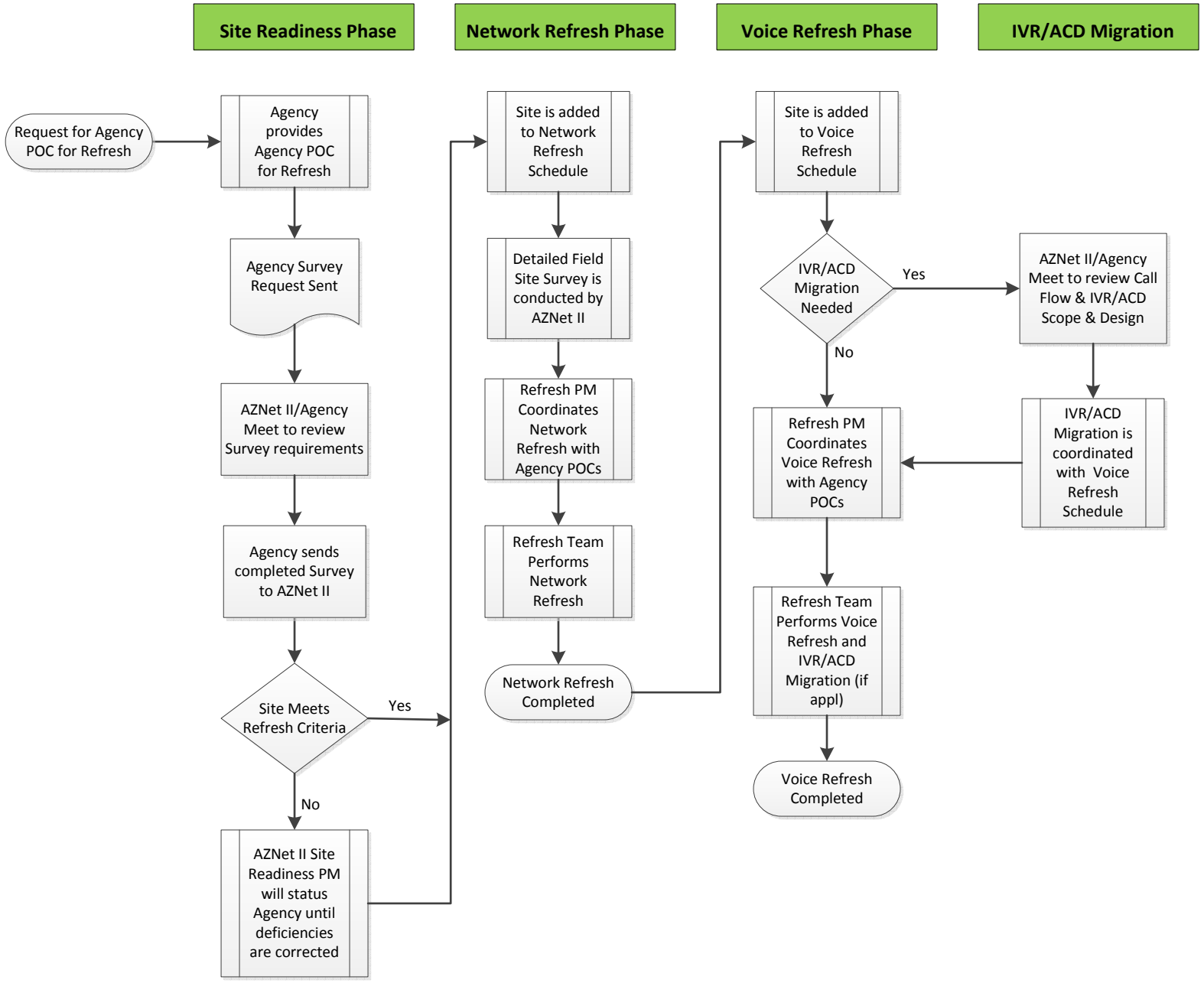

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AZNet II Voice/Network Site Refresh Project Workflow
Multi-Tenant Sites

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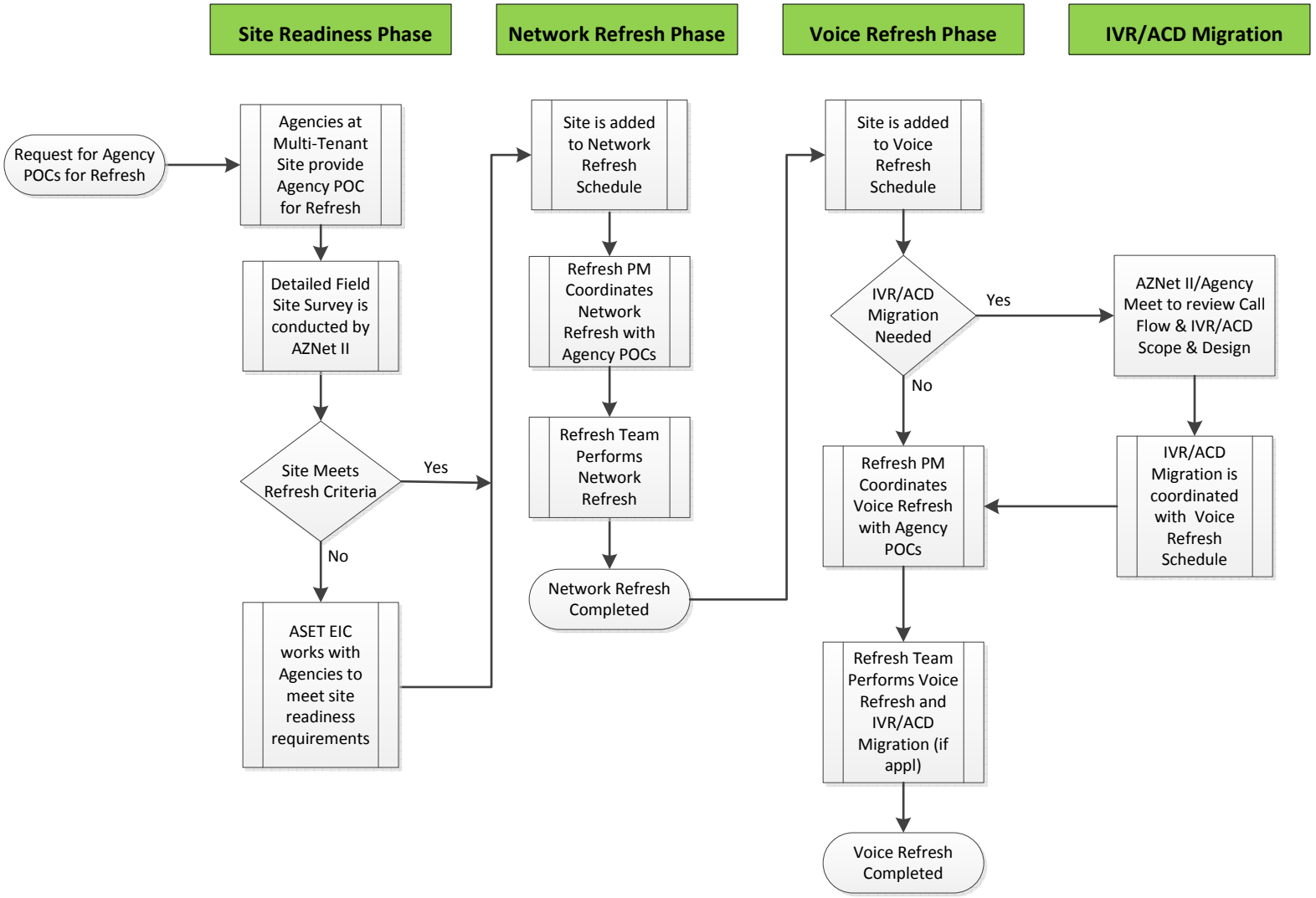

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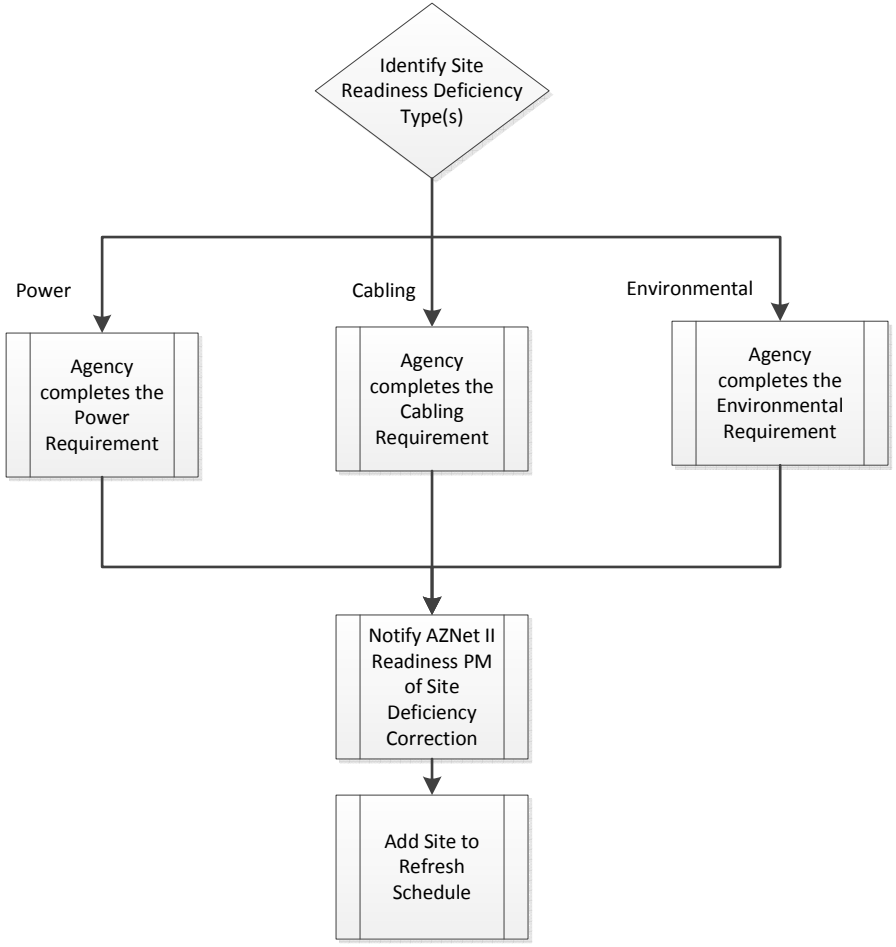
AZNet II Voice/Network Site Refresh Project Workflow
Site Deficiency Correction



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Task No.	Task	Task Type	Approximate Countdown	Approximate Timeline*	Audience	Assigned to*	Prereqs	Doc Requirements
Site Refresh Readiness Review								
1	Identify Small Agencies that tentatively have their site scheduled in the next Phase of the Refresh	Scheduling	Start of Readiness Review process	Day 0	EIC, Agency	Refresh PM	N/A	Overall Refresh Schedule
2	Provide Agency contact information for the Agencies identified in the Task #1 above. Contacts will be required for both LAN/Voice (environmental) and IVR/ACD applications.	Communication	4 weeks prior to Go/No-Go decision	Day 1-2	AZNet II	EIC, Agency	1	
3	Send Agency site survey checklist and ACD/IVR call-flows (if applicable) to Agencies identified in Task #1	Communication	4 weeks prior to Go/No-Go decision	Day 2-5	Agency	AZNet II PM	2	Agency Site Survey Checklist; Agency contact information; List of carrier circuits per site; annotating sites with Carrier impact on schedule; Agency ACD/IVR call-flows
4	Schedule two meetings with the Agency: 1) a general planning meeting w/Agency. 2) If Site ACD/IVR migration needed: ACD/IVR call flow review & discussion	Communication	4 weeks prior to Go/No-Go decision	Day 2-5	Agency Mgmt, Agency Site Contacts, Agency Call Center contacts	AZNet II PM, Refresh PM	3	Agency LAN/Voice contact information; Agency Call Center contact information

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5	Hold meeting with Agency: to review the site survey requirements, review general Refresh requirements, voice matrix requirements, coordination points, floorplan request and general scheduling methods.	Meeting	3 weeks prior to Go/No-Go decision	Day 8-12	Agency Mgmt, Agency Site Contacts	AZNet II PM	4	Outline of Agency responsibilities, AZNet II responsibilities, Site Survey Checklist, Voice Matrix sheet, List of Coordination points needed w/schedule; Install Matrix
6	Perform Site Survey. (AZNet II Refresh Team will assist with Survey if Agency does not have technical support)	On-site action	1 week prior to Go/No-Go decision	Day 12-26	AZNet II	Agency, AZNet II Refresh Team	5	Agency Site Survey Checklist
7	Review of Site Survey	Documentation Review	1 week prior to Go/No-Go decision	Day 27-35	EIC, AZNet II	AZNet II	6	
8	Go/No-Go schedule/reschedule decision for Site LAN/Voice/IVR-ACD refresh (based on Site Survey result) & associated communication to Agency	Decision Point & Communication	Go/No-Go decision (per site)	Day 27-35	EIC, Agency, AZNet II	AZNet II	7	Communication template
9	For sites that do not meet site readiness requirements: Outline un-met requirements site with Agency. Coordinate follow-up/status communications between Agency & AZNet II	Communication	1 week post Go/No-Go decision	Day 36-42	EIC, Agency	AZNet II PM	8	Communication template
LAN Refresh & IVR/ACD Design/Scope Process (The following steps apply to the Site approved for scheduling in Task #8)								
10	Site is placed on LAN Refresh Schedule and schedule is communicated with Agency	Decision Point & Communication	7 weeks prior to Site LAN refresh schedule	Day 0	EIC, Agency	AZNet II Refresh PM	8	

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11	If Site ACD/IVR migration needed: Schedule/Hold meeting with Agency to review & validate site ACD/IVR call-flows	Meeting	6-7 weeks prior to Site LAN refresh schedule	Day 1-14	Agency Mgmt, Agency Site Contacts, Agency Call Center contacts	Call Center Development Resource	10	Site ACD/IVR call-flows
12	Perform detailed on-site Site surveys; Coordinate site visits/activity for this effort	On-site action	6-7 weeks prior to Site LAN refresh schedule	Day 1-14	Agency Site Contacts	Refresh PM; Refresh Field Techs	10	Site Contacts and access. Detailed Site survey checklist
13	Finalize LAN refresh technical design for Site	Planning/Design	4-5 weeks prior to Site LAN refresh schedule	Day 15-26	EIC, AZNet II Refresh Team	AZNet II Refresh Team	12	
14	Coordinate on-site work for LAN refresh, to include work times, any expected outage times, site/closet access, project parking, delivery and/or storage restrictions, and building lighting/environs	Communication	4 weeks prior to Site LAN refresh schedule	Day 22-26	Agency	Refresh PM	12	On-site activity checklist
15	If Site ACD/IVR migration needed: Provide detailed design/scope and timelines for ACD/IVR application/development	Communication	2 weeks prior to Site LAN refresh schedule	Day 29-33	Agency Mgmt, Agency Site Contacts, Agency Call Center contacts	Call Center Development Resource	11	Call Center design/scope
16	If Site ACD/IVR migration needed: Agency sign-off of Callcenter design and scope	Communication	1 week prior to Site LAN refresh schedule	Day 36-40	Agency Mgmt, Agency Site Contacts, Agency Call Center contacts	Call Center Development Resource	15	Agency Call Center Design/Scope sign-off form

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17	Programming of ACD/IVR and collaboration with Agency as applicable	Development	1 week prior to Site LAN refresh schedule through 5 weeks prior to Voice refresh	Day 36-40	AZNet II Engineering, Call Center Development Resource	Call Center Development Resource	16	
18	Perform LAN refresh as coordinated	On-site action	Per Site LAN Refresh Schedule	Day 41-48	Agency	Refresh Team	14	
19	Perform punch-list items	On-site action	1-7 days post LAN Refresh	Day 49-56	Agency	Refresh Team	18	
20	Provide Site refresh sign-off	Communication	Completion of LAN Refresh	Day 56	AZNet II	Agency, EIC	18,19	LAN Refresh Sign-off template
Voice Refresh Process & IVR/ACD Migration								
21	Add Site to Voice refresh Schedule & notify Agency	Communication	12 weeks prior to Site Voice refresh schedule	Day 49	EIC, Agency	AZNet Refresh Team	18	
22	Provide Agency an updated voice matrix with current site voice information and due date for return	Communication	6-7 weeks prior to Site Voice refresh schedule	Day 78-91	Agency	Refresh Voice Engr; Refresh PM	21	
23	Voice matrix due back from Agency	Communication	4 weeks prior to Site Voice refresh schedule	Day 99-103	AZNet II	Agency	22	
24	If Site ACD/IVR migration in-process: Customer testing and sign-off of ACD/IVR (as applicable)	Communication	3-4 weeks prior to Site Voice refresh schedule	Day 99-110	EIC, AZNet II	Agency	17	Agency Call Center Testing sign-off form

25	Coordinate on-site work for Voice refresh, to include work times, any expected outage times, site/closet access, office access (for phone placement & retrieval), project parking, delivery and/or storage restrictions, and building lighting/environmental	Communication	3 weeks prior to Voice LAN refresh schedule	Day 106-110	Agency	Refresh PM	21	On-site activity checklist
26	If Site ACD/IVR migration in-process: ACD Training	Communication	2 weeks prior to Site Voice Refresh Schedule	Day 113-117	Agency Call Center Contacts/Supv/Agents	Call Center Resource	24	Call Center Training guide
27	Provide phone user guides and Train-the-trainer training	Communication	3-5 days prior to Voice LAN refresh schedule	Day 120-124	Agency	Refresh Trainer	21,25	Phone user guides and training packet
28	Perform Voice refresh and Call Center cutover as applicable	On-site action	Per Site Voice Refresh Schedule	Day 125-130	Agency	Refresh Team & Call Center Resource	21, 26	
29	Provide 1-2 day cutover support	On-site action	1-2 days post Voice Refresh	Day 132-134	Agency	Refresh Team & Call Center Resource	28	
30	Perform punch-list items	On-site action	1-7 days post Voice Refresh	Day 132-139	Agency	Refresh Team	28	
31	Provide Site Voice refresh & final Call Center sign-off	Communication	Termination of Site Refresh	Day 139	AZNet II	Agency, EIC	28,30	Voice Refresh & Call Center Sign-Off templates
32	If Site ACD/IVR migration performed: Provide as-built documentation of ACD/IVR applications	Communication	2 weeks post-Call Center cutover	Day 153	Agency	Call Center Resource	28	ACD/IVR As-built documentation

*Note 1: A delayed Agency response to a task assigned to them may result in an equal # of days shift in Timeline and On-

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Site Refresh - General Scope of Work

A refresh (replacement) of all active State voice devices, data routers and LAN switches that are within the AZNet II contract scope. AZNET II (CenturyLink), with EIC approval, may consolidate network components to gain efficiencies and reliability during this refresh process.

In-Scope items and SOW Summary

Voice

New voice core built in State data centers providing full redundancy and functionality. The new voice core will supply features and functionality outlined with the contract. Within the voice seat price the following items will be included and consider in-scope, also all in-scope items will be refreshed.

- Managed VoIP call processing
- Standard VoIP handset. with voicemail within voice seat
- Add on modules for administrative staff.
- Executive style phones for executives.
- Security services, access control to systems.
- Carrier circuit installation, change, modification, and disconnection
- Carrier team functions and carrier management
- Hard MACS for installation, move, adds and changes
- Soft MACS for programming and modifications to line, password, voicemail and programming features.
- Web portal for speed dial and personal administration features
- Labor related to site visit, installation, MAC and equipment changes,
- Project management
- Training and training materials for end users
- Sparing inventory of voice equipment for rapid growth deployment or rapid break fix of voice equipment.
- Preventative maintenance.
- Software version management.
- Service Level Requirement reports and inventory management.
- Monitoring of in-scope equipment.
- Level 2 and Level 3 help desk support.
- All Engineering support including meetings, documentation or quotes for all in-scope

Network

New network core built in State data centers providing full redundancy and functionality. The new network core will supply features and functionality outlined with the contract. Within the network seat price the following items will be included and consider in-scope, also all in-scope items will be refreshed.

- New (Refresh) WAN device that will terminate carrier or state owned fiber where available into site

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- New (Refresh) LAN switch to support network connection at site; for connections to state owned assets e.g. computers and printers
- Security services, access control to systems for core systems
- Carrier circuit installation, change, modification, and disconnection
- Carrier team functions and carrier management
- Hard MACS for installation, move, adds and changes
- Soft MACS changes in WAN and LAN equipment to accommodate network traffic, examples are:
    - Quality of Service (QoS) / Class of Service (CoS), routing changes, interface changes, software updates, sub interface changes, access lists, MPLS updates when MPLS is running and any other configuration changes related to router.
- Labor related to site visit, installation, MAC and equipment changes,
- Project management
- Provide maintenance support for WAN/LAN networking equipment.
- Sparing inventory of WAN/LAN network equipment for rapid growth deployment or rapid break fix of WAN equipment.
- Preventative maintenance.
- Software version management.
- Service Level Requirement reports and inventory management.
- Monitoring of in-scope equipment.
- Level 2 and Level 3 help desk support.
- Security and Vulnerability Assessments of in-scope devices.
- All Engineering support including meetings, documentation or quotes for all in-scope

10-Digit Dialing

Moving into a centralized CORE infrastructure for AZNet II Voice Services now forces a change from the previous 4 and 5 digit dialing plans to a 10 digit dialing plan. The decision to move to a 10 digit dial plan was due to current overlap within the phone number ranges in use today across all State agencies. In the new environment, users will dial the full 10 digit phone number (ex: 480-555-5555) to dial another phone set, whether the other phone is in the next office or across the state. The need for users to dial an 8 or a 9 prior to the number will be eliminated, as well as the need to dial a 1 for long distance calls. The system will determine the least cost route for the call and only process a call as long distance if no intersystem route is available.

Some options to assist with dialing –

Speed Dial is now called Abbreviated Dial. Abbreviated Dial functions similarly to a speed dial list. The user will press the Abbreviated Dial key, and then enter in the code for the user they wish to dial. Each user can have up to 99 numbers in their Abbreviated Dial list.

A Directory list will also be available for use. Each Agency will be set up with a Directory list accessible from their phone sets which will provide a list of all users registered with a phone set within their agency. A user will simply press their Directory key, search for the person they would like to call and select the name to dial. The system will then dial the number registered for that user.

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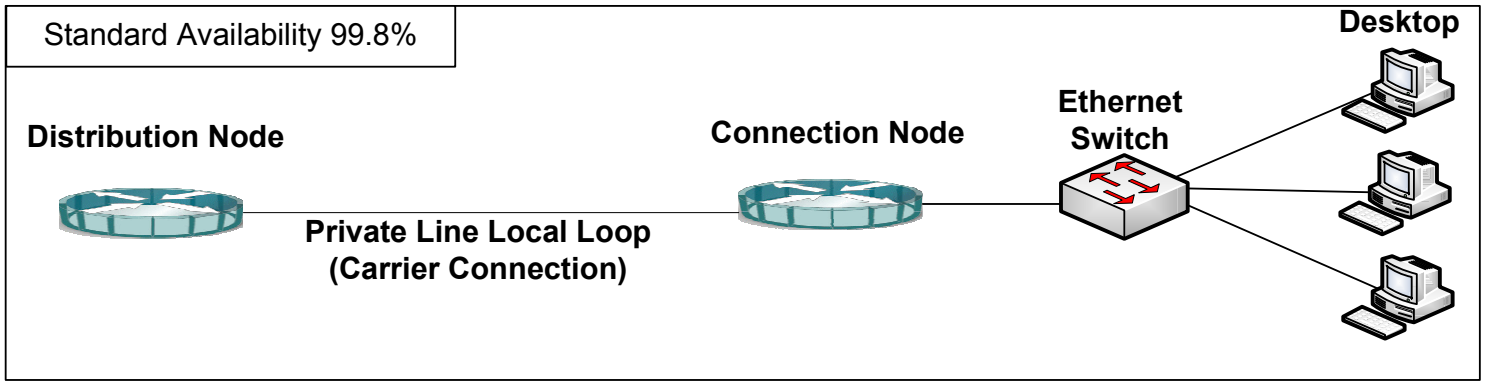

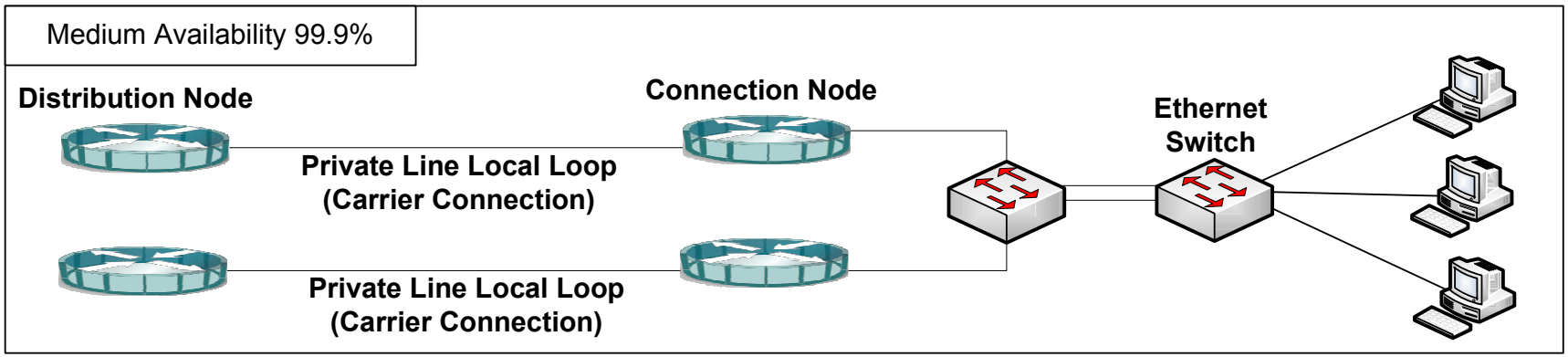

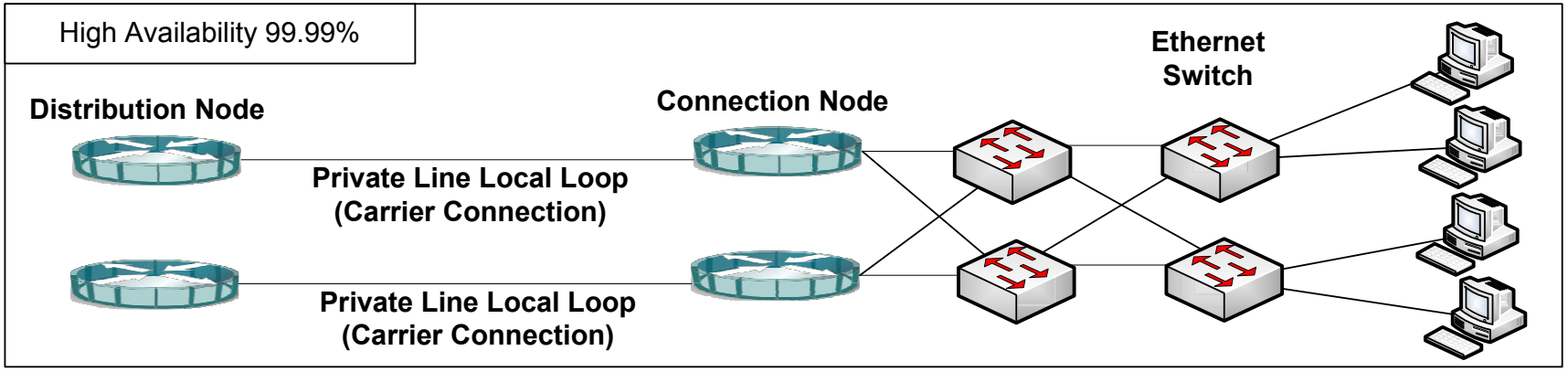

Agency Point of Contact	Site ID Code if Applicable						
Agency	Location Phoenix, AZ	Remedy No	Project Name SITE AVAILABILITY	DRAWN BY STEVE KALOMAS	DATE 10/20/2012	REVISED 3/4/2013[14]	PAGE 1 OF 1

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Service Availability & Pricing

Service Availability
AZNet II offers three levels of Service availability: Standard, Medium, and High. CenturyLink provides three (3) levels of availability at WAN connected facilities; Standard Availability (99.8%), Medium Availability (99.9%) and High Availability (99.99%). The availability demarcation for each of the services will be the LAN interface of the router at both facilities connected over the router.

All seats contained at that facility will be treated as the highest availability found at that location; hence all seats at the facility will be invoiced at the higher seat cost. The appropriate seat types, SLAs, and service requirements will be applied to all seats at that location as a highest Availability seat type.

Standard Availability
Single Private Line Local Loops (T1,NxT1,DS3 or Ethernet) that terminate on one Router are considered Standard Availability Locations.

Standard Availability Pricing

Voice Seat – Standard Availability Price Schedule		
Line Item	**Unit**	**Price**
IP or Digital Phone Desk Seat – Standard Availability	Per Month	$28.94
Analog Desk Seat – Standard Availability	Per Month	$ 17.56
Mobile Seat – Standard Availability	Per Month	$ 28.94
Virtual Seat – Standard Availability	Per Month	$ 28.94
Basic ACD Seat – Standard Availability	Per Month	$ 46.01
Enhanced ACD Seat – Standard Availability	Per Month	$ 60.26
Limited Function Seat – Standard Availability	Per Month	$20.71
Network Seat – Standard Availability Price Schedule		
Line Item	**Unit**	**Price**
Network Services Seat – Standard Availability	Per Seat Per Month	$ 22.44

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Medium Availability
Multiple (two or greater) Private Line Local Loops (T1,NxT1,DS3 or Ethernet) that terminate two are considered Medium Availability Locations. Additional facility switching equipment added to contain high availability; please see availability drawing examples

Should any agency or seat within a facility be identified as Medium Availability, the location and *all seats contained at that facility will be treated as Medium Availability* as long as no higher availability seats are identified at that facility.

Medium Availability Pricing

Voice Seat – Medium Availability Price Schedule		
Line Item	**Unit**	**Price**
IP or Digital Phone Desk Seat – Medium Availability	**Per Month**	$30.41
Analog Desk Seat – Medium Availability	**Per Month**	$ 18.98
Basic ACD Seat – Medium Availability	**Per Month**	$ 46.01
Enhanced ACD Seat – Medium Availability	**Per Month**	$ 60.26
Limited Function Seat – Medium Availability	**Per Month**	$20.71

Line Item	**Unit**	**Price**
Network Services Seat – Medium Availability	**Per Seat Per Month**	$ 29.23

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High Availability
Multiple (two or greater) Private Line Local Loops (T1,NxT1,DS3 or Ethernet) that terminate two are considered Medium Availability Locations. Additional facility switching equipment added to contain high availability; please see availability drawing examples

Should any agency or seat within a facility be identified as High Availability, the location and *all seats contained at that facility will be treated as High Availability*. The appropriate seat types, SLAs, and service requirements will be applied to all seats at that location as a High Availability seat.

Pricing

Voice Seat – High Availability Price Schedule		
Line Item	**Unit**	**Price**
IP or Digital Phone Desk Seat – High Availability	**Per Month**	$ 30.64
Analog Desk Seat – High Availability	**Per Month**	$ 20.45
Basic ACD Seat – High Availability	**Per Month**	$ 47.44
Enhanced ACD Seat – High Availability	**Per Month**	$ 61.69
Limited Function Seat – High Availability	**Per Month**	$ 22.13

Line Item	**Unit**	**Price**
Network Services Seat – High Availability	**Per Seat Per Month**	$ 40.73

Carrier Efficiencies

AZNET II will evaluate the current carrier connection at each location during the refresh cycle of an Agency or Site. This evaluation process will take known factors from the AZNET II monitoring system and/or site information. AZNET II will determine if the current carrier connections will be sufficient to handle the new VoIP services plus any new needs the location might have identified.

Also during this process the Agency or Site might gain a carrier savings because consolidation of carrier services could occur. For example: a location might have a Voice T1 and a Data connection. After evaluating the location AZNET II could recommend the Voice T1 is not needed or can be downgrade to a analog line. With this reduction in carrier services the Agency or Site will realize a monthly cost savings.

Some factors that AZNET II will use to determine this are:

- Current bandwidth statistics on WAN connection
- Voice trunk to handset ratios
- Known calling patterns
- Future growth, discussed with Agency or site
- Additional planned Agency application
- Call Center Services
- Redundancy options
- Site availability option

AZNET II in best effort will work with a Agency or Site to gain carrier savings. In some case a carrier savings might not be achieved. For example; a site is currently deployed with VoIP so all voice and data is already transported across a consolidated carrier connection.

Site Refresh Fact Sheet

Within the scope of the Voice/Network Site Refresh Project each Agency/Site will have to adhere to or provide items necessary to the success of the refresh. Below are some of the items each Agency will provide during the refresh process. Please use this as a checklist of what is needed to be performed prior to or in tandem to your site refresh.

Agency Responsibilities:

i. All horizontal cabling to include:
   - Category 5 (100Mb), 5e or better (1Gb) is required for station cabling. All cabling must be installed within the distance specifications for the type of cabling.
   - If fiber is needed, Multimode (50 micron) or Single mode, per standard fiber specifications for distance
   - LAN Cabling infrastructure design
   - Cabling that interconnects LAN access switches to end user devices
   - Patch cables from LAN switch to the building wiring patch panels
   - Building wiring
   - From the wall jack to Agency deployed devices e.g. computer or printer

ii. Financial responsibility for cabling infrastructure and rack space within facilities.

iii. Provide power and battery backup equipment including UPS
   - Power - Min dedicated 20 Amp per 96 ports @ 120 VAC and 240 ports @ 220 VAC
   - UPS – Sized per standards outlined in Baseline Power and BTU document dtd 8/25/12
   - If UPS is not provided some form of surge protection will be needed
     - Min of 2000 Joule / eP Joule Rating or 3400 per circuit;
   - Proper grounding of all electrical connections

iv. Provide heating, cooling and related support.
   - Preferred ambient operating temperature is 80 F

v. One dedicated drop per VoIP handset is required (no hubs or splitters)

vi. XP and Windows 7 supported for call applications, Windows 8 not support at this time

vii. Access to site during agreed upon refresh time frames
   - Primary and secondary site contact information for access

viii. Primary and secondary contacts for system programming to include
   - Data information
   - Voice information
   - Call Center information, if applicable
   - IVR information, if applicable
   - Security information

ix. Asbestos related actions will be the Agency's responsibility

x. Agency is required to validate and sign off on all equipment removed from the site by AZNet II for surplus purposes.

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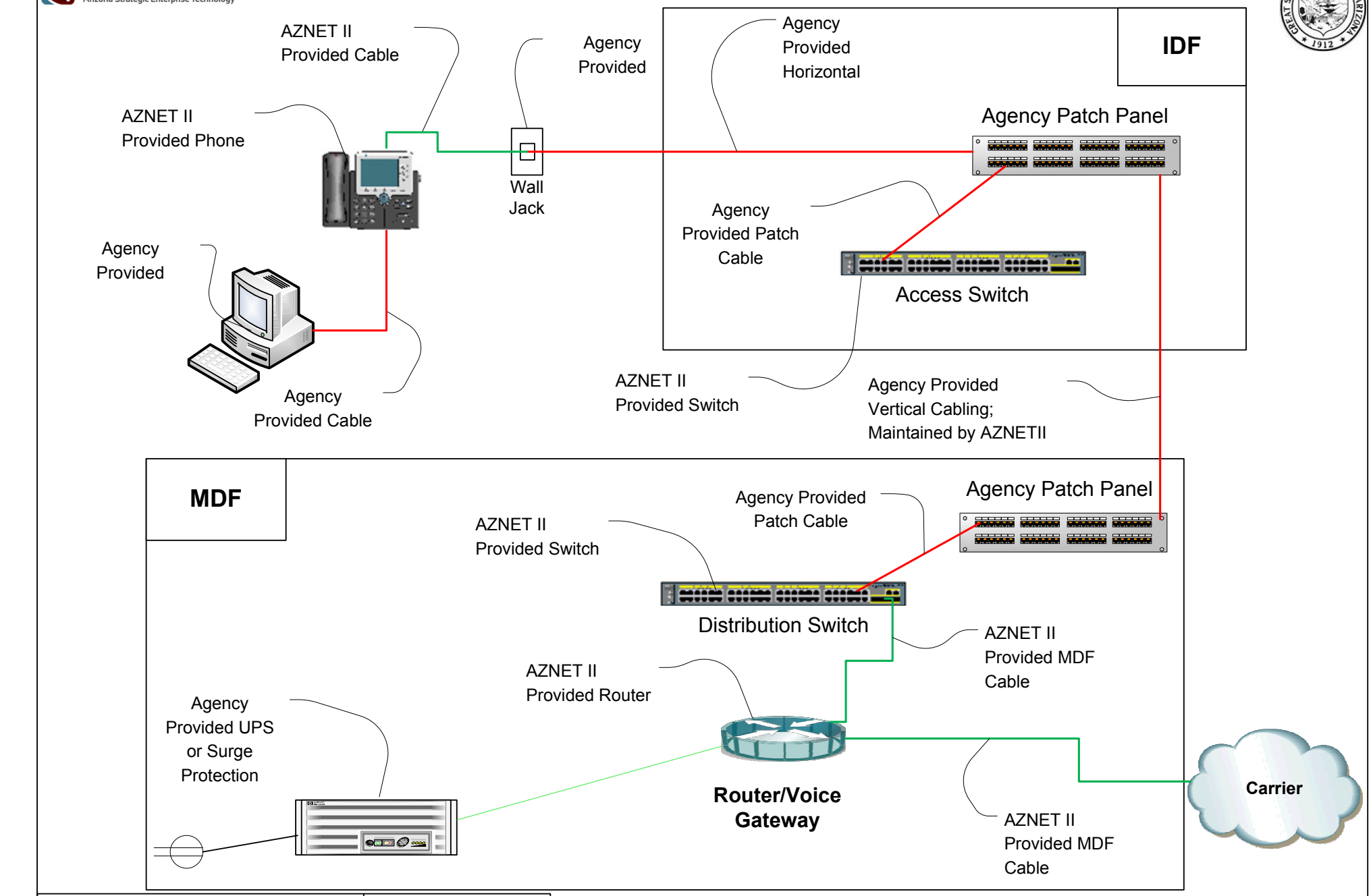

Agency Point of Contact	Site ID Code if Applicable						
Agency	Location: Phoenix, AZ	Remedy No	Project Name: AZNETT II CABLE LAYOUT	DRAWN BY: STEVE KALOMAS	DATE: 10/20/2012	REVISED: 2/28/2013	PAGE: 1 OF 1

Request for Change to Site Schedule & Priority

Section 1: Filled out by Agency and emailed to Sue.Anderson1@CenturyLink.com

Site Code/Address:	
Agency:	
Agency POC:	
Date of Request:	
Schedule & Priority being requested for site:	
Schedule/Priority change justification:	

Section 2: Filled out by AZNet II and emailed to ASET EIC for approval

AZNet II Recommendation:	
AZNet II Justification for Recommendation:	
Impact of Recommendation to schedule and other sites:	

Section 3: Filled out by ASET EIC and emailed to Agency and AZNet II

ASET EIC Approval (Y/N):	
ASET EIC Approval Date:	
ASET EIC Comments:	

Refresh - Site Readiness Status Matrix - Schedule Block 1 Sites

Legend:
: Completed
: On-Schedule
: At Risk
: Action needed

Multi-Tenant Bldg	Call Center	SiteCode/Address	Email Sent Requesting Readiness Contact	Agency Contact Information Provided	Site Readiness Overview Meeting Scheduled	Site Readiness Overview Meeting Held	Site Survey Complete & Returned to AZNet II (if Multi-Tenant bldg, survey scheduled/performed by AZNet II)	Site Survey Review/Analysis	Go/No-Go Decision	Provide Un-Met Requirements List to Agency	Site Met all Readiness Requirements	Notes
x		XXSITECODE/105 W EXAMPLE ST PHOENIX	X	3/30	4/1	4/1	4/15	4/23	4/23	N/A	N/A	
x		ZZSITECODE/214 W SAMPLE RD TUCSON	X	4/7	4/15	4/15	5/1	5/7	5/7			

BASELINE POWER AND BTU

2/7/13
VERSION 2.0

This document is intended to provide baseline power needs and BTU output for AZNET II LAN refresh. Also within this document are the baselines for data routers that are part of the refresh project. The items listed are meant to be a baseline reference guide for allocation of power and proper BTU planning.

All LAN and Router devices will be listed above 70% capacity for higher planning loads. Not all deployments will meet this examples but have the potential to. AZNET II reverse the right to substitute the below devices; if substituted the new device will perform at same level or above.

In most cases ME 3600's, 3560's, 2960's and 3750's will require a NEMA 5-15P plug. In most case 4500 and 6500 will require a NEMA L5-20P. Site survey could determine adjusted electrical interface.

Standard Cisco 3560CG 8Port LAN Switch, will apply for small deployments:

Power Consumption/Heat Dissipation Summary

Product	Percentage of PoE Power used	Total PoE Output Power Available (W)	Total PoE Output Power Used (W)	Total PoE Output Power Remaining (W)	Total Heat Dissipation (BTU/Hr)
CG-8PC-S (165W)	**60%** 	**124.00**	**72.00**	**52.00**	**109**

Operating temperature up to 10,000 ft (3000 m)	23º to 113ºF**		
Operating relative humidity	5% to 95% noncondensing		
Dimensions (H x W x D)	1.75 x 10.6 x 9.4 1 RU		
AC/DC input voltage and current	Voltage (Autoranging) 100 to 240 VAC	Current 1.7-.8 A	Frequency 50 to 60Hz

Standard Cisco 2960S 24 Port LAN Switch, will apply for most deployments:

Power Consumption/Heat Dissipation Summary

Product	Percentage of PoE Power used	Total PoE Output Power Available (W)	Total PoE Output Power Used (W)	Total PoE Output Power Remaining (W)	Total Heat Dissipation (BTU/Hr)
24PS-L(370W)	**71.35 %** 	**370.00**	**264.00**	**106.00**	**1154.27**

Operating temperature up to 10,000 ft (3000 m)	32º to 104ºF**		
Operating relative humidity	10% to 90% noncondensing		
Dimensions (H x W x D)	1.75 x 17.5 x 15.2 1 RU		
AC/DC input voltage and current	Voltage (Autoranging) 100 to 240 VAC	Current 5 to 2 A	Frequency 50 to 60Hz

Standard Cisco 2960S 48 Port LAN Switch, will apply for most deployments:

Power Consumption/Heat Dissipation Summary

Product	Percentage of PoE Power used	Total PoE Output Power Available (W)	Total PoE Output Power Used (W)	Total PoE Output Power Remaining (W)	Total Heat Dissipation (BTU/Hr)
48FPS-L(740W)	**72.97 %**	**740.00**	**540.00**	**200.00**	**2274.39**

Operating temperature up to 10,000 ft (3000 m)	32º to 104ºF**		
Operating relative humidity	10% to 90% noncondensing		
Dimensions (H x W x D)	1.75 x 17.5 x 15.2 1 RU		
AC/DC input voltage and current	Voltage (Autoranging) 100 to 240 VAC	Current 9 to 4 A	Frequency 50 to 60Hz

Cisco 3750X Switch, Distribution will apply for most deployments:

Power Consumption/Heat Dissipation Summary

Product	Percentage of PoE Power used	Total PoE Output Power Available (W)	Total PoE Output Power Used (W)	Total PoE Output Power Remaining (W)	Total Heat Dissipation (BTU/Hr)
12S-S (350W)	**N/A**	**N/A**	**N/A**	**N/A**	**1207**

Operating temperature up to 10,000 ft (3000 m)	32º to 104ºF**		
Operating relative humidity	5% to 95% noncondensing		
Dimensions (H x W x D)	1.75 x 17.5 x 18.0 1 RU		
AC/DC input voltage and current	Voltage (Autoranging) 100 to 240 VAC	Current 4 to 2 A	Frequency 50 to 60Hz

Cisco 4500 series High density closet LAN Switch, deployment will require site survey and validation.

Power Consumption/Heat Dissipation Summary

Slot	Line Card	Optional Uplink Module	Power over Ethernet Capabilities
1	48-RJ45V	---	IEEE PoE
2	48-RJ45V	---	IEEE PoE
3	48-RJ45V	---	IEEE PoE
4	48-RJ45V	---	IEEE PoE
5	SUP	---	---
6	SUP	---	---
7	48-RJ45V	---	IEEE PoE
8	48-RJ45V	---	IEEE PoE
9	24-SFP	---	---
10	24-SFP	---	---

Minimum Power Supply	Percentage of Power Used
Combined PWR 4200W with dual 220V inputs on each power supply.	Data: 60.10% PoE: 58.72%
First Alternative Power Supply	**Percentage of Power Used**
Combined PWR 4200W with three 220 volt inputs.	Data: 60.10% PoE: 77.46%

Total Output Current	Total Output Power	Total Typical Output Power	Total Heat Dissipation
180.20 Amps	**4962.69 Watts**	**3970.15 Watts**	**10823.87 BTU/Hr**

Operating temperature up to 10,000 ft (3000 m)	32º to 104ºF**
Operating relative humidity	10% to 90% noncondensing
Dimensions (H x W x D)	24.35 x 17.31 x 12.50 in. 14 RU
Input current (rated)	Two 12A at 100 VAC or Two 12A at 200 VAC
Input voltage	100 to 240 VAC (±10% for full range)

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Cisco 6500 series Multi Tenant building or Data Center; deployment require site survey and validation

Power Consumption/Heat Dissipation Summary	
Minimum Power Supply	Percentage of Power Used
Single/Redundant WS-CAC-6000W with a Single 220V input	55.57% 
First Alternative Power Supply	Percentage of Power Used
Single/Redundant WS-CAC-3000W	89.30% 

Total Output Current	Total Output Power	Total Heat Dissipation
58.92 Amps	**2475.64 Watts**	**9942.31 BTU/Hr**

Input voltage	200-240 Volts AC
Input current	16A , (each input, dual per power supply)
Dimensions (H x W x D)	36.75 x 17.25 x 20.70 in 21 RU height
Temperature	32 to 104ºF (0 to 40ºC)
Relative Humidity	10 to 85%

PE Mall Router ME 3600

On Mall MPLS	
Input voltage	100 to 240 VAC, autoranging
Input current	0.4 to 3.5 A
Heat Dissipation	533 BTU/hr
Dimensions (H x W x D)	1.72 x 17.50 x 20.33 1 RU height
Typical Power (Watts)	241 W
Temperature	32 to 104ºF (0 to 40ºC)
Relative Humidity	5% to 95%

Small to Medium Router: Cisco 2900 series

Site Size	0 to 24 Users	25 to 100 Users
AC Input Voltage	100 to 240 VAC auto ranging	100 to 240 VAC auto ranging
AC Input Current Range AC	3.4 to 1.4A	3.4 to 1.4A

Power Supply (Maximum)	7.6A with POE Power Supply	7.6A with POE Power Supply
Typical Power (Watts)	60	70
Maximum Power with AC Power Supply (Watts)	320	340
Maximum Power with PoE Power Supply (Platform Only) (Watts)	370	405
Dimensions (H x W x D)	3.5 x 17.25 x 18.5 in	3.5 x 17.25 x 18.5 in
Rack Height	2RU	2RU
Temperature	32 to 104ºF (0 to 40ºC)	32 to 104ºF (0 to 40ºC)
Relative Humidity	10 to 85%	5 to 85%
Heat Dissipation	1092 BTU/hr	1092 BTU/hr

Medium to Large Router: Cisco 3900 series

100 to 250 users	
Input voltage	100 to 240 VAC, autoranging
Input current	0.4 to 3.5 A
Heat Dissipation	1370 BTU/hr
Dimensions (H x W x D)	5.22 x 17.25 x 18.75 in 3 RU height
Typical Power (Watts)	85 to 400 W
Temperature	32 to 104ºF (0 to 40ºC)
Relative Humidity	10 to 85%

I. LAN Network Switch Types

- Access Layer – LAN Port density will dictate the switch selection. Consolidation of ports will be utilized whenever possible. AZNET II reserves the right to substitute the below devices; if substituted the new device will perform at same level or above.
  - Cisco 3560CG-8
  - Cisco 2960S-24PS-L
  - Cisco 2960S-48FPS-L
  - Cisco 4507R-E (Where applicable for consolidation, design review required)
  - Cisco 4510R-E (Where applicable for consolidation, design review required)
  - Cisco 6509-E (Where applicable for consolidation, design review required)
- Distribution Layer–Port density will dictate the switch selection. Consolidation of ports will be utilized whenever possible. AZNET II reserves the right to substitute the below devices; if substituted the new device will perform at same level or above.
  - Cisco 3750X-12S-S
  - Cisco 4507R-E (Where applicable for consolidation, design review required)
  - Cisco 4510R-E (Where applicable for consolidation, design review required)
  - Cisco 6509-E (Where applicable for consolidation, design review required)

II. WAN Network Router Types

- WAN Router – AZNET II reserves the right to substitute the below devices; if substituted the new device will perform at same level or above
  - Cisco 2901
  - Cisco 2921
  - Cisco 2951
  - Cisco 3925
  - Cisco 3945
  - Cisco ME 3600
  - Cisco ASR 100X (Where applicable, design review required)

III. Phone Types

- Phones – Phone types will be determined service and applications. AZNET II reserves the right to substitute the below devices; if substituted the new device will perform at same level or above
  - Cisco 7945
  - Cisco 7965
  - Cisco 7937
  - Cisco 6901
  - Cisco 6911

<Customer Name>

Call Center Application Review

Version <x.y>

About This Call Center Review Form

Author: <Author Name>
<Organization>
Change Authority: <Change Authority>
Reference Number: < Document Reference Number>

History

Table 1 Revision History

Version	Issue Date	Status	Reason for Change
<1.0>	<dd-mmm-yyyy>	<Draft, Released>	<First release, update, and so on>

Review

Table 2 Revision Review

Reviewer's Details	Version	Date
<Name> <Organization>	<Version number>	<dd-mmm-yyyy>

Change Forecast: <High/Medium/Low>

This document will be kept under revision control.

A printed copy of this document is considered uncontrolled.

Site Details

<Complete or provide in this document additional questions or table lines that might be applicable to this customer network. Include international country codes for telephone numbers. Mark sections that are not applicable. If space is insufficient for any answer, continue on separate pages, but indicate that you have done this in an appropriate place within this document.>

Table 3 Site Details (as pulled from the Site Survey Form)

1. What is the site location/name?	
2. What is the site ID/Agency Code?	
3. What is the site address?	
4. What is the shipping address? (if different from the above)	
5. Who is the Call Center site contact?	Name: Title: Telephone: Mobile: Fax: Pager: Email: Out of hours contact number:
6. Is this site owned and maintained by the Agency/State?	Yes/No Who:
7. What are the hours of operation?	

Table 4 Call Center Specific Review

1. Confirm Agent Seat count submitted on the Site Survey Form (Printout of current agent/supervisor counts to be presented for review)	
2. Confirmation of services being used in current environment. (Symposium, Engage, IVR, Symon, etc.)	
3. Confirm current application entry points (phone numbers)	
4. Confirm current Skillset's and Applications within Symposium (Printout of current skillset/application to be presented for review)	
5. AA call flow review and confirmation (if applicable)	
6. IVR application call flow review of as-builts (if applicable)	
7. Confirm OS of Supervisor and Agent PC's.	
8. Are there any CPE solutions interfacing with the call center environment?	

Site Survey Completion

Certificate type: **<Description of Sign-off>**

System description: **<Customer Name and Project/Deliverable Name>**

Document version: **Version <x.y>**

This Site Survey Form has accurately captured the status of relevant physical, electrical, and environmental requirements for all the equipment to be installed at <Customer> premises at <Site>.

The site survey at <Site> has been completed and agreed actions recorded for all sections.

Please note any comments below.

For and on behalf of AZNet II:

Name:	Signature:	Date:
(Print)	(Sign)	

For and on behalf of <Customer>:

Name:	Signature:	Date:
(Print)	(Sign)	

Comments, variations or caveats:

.

<Customer Name and Project/Deliverable Name>

Detailed AZNet II On-Site Survey Form

Version <1.0>

About This Site Survey Form

Author: <Author Name>
<Organization>
Change Authority: <Change Authority>
Reference Number: < Document Reference Number>

History

Table 1 Revision History

Version	Issue Date	Status	Reason for Change
<1.0>	<dd-mmm-yyyy>	<Draft, Released>	<First release, update, and so on>

Review

Table 2 Revision Review

Reviewer's Details	Version	Date
<Name> <Organization>	<Version number>	<dd-mmm-yyyy>

Change Forecast: <High/Medium/Low>

This document will be kept under revision control.

A printed copy of this document is considered uncontrolled.

Site Details

<Complete or provide in this document additional questions or table lines that might be applicable to this customer network. Include international country codes for telephone numbers. Mark sections that are not applicable. If space is insufficient for any answer, continue on separate pages, but indicate that you have done this in an appropriate place within this document.>

Table 3 Site Details

1. What is the site location/name?	
2. Is this a multi-tenant or campus site?	
3. What is the site ID/Agency Code?	
4. What is the site address?	
5. What is the shipping address? (if different from the above)	
6. Who is the site contact?	Name: Title: Telephone: Mobile: Fax: Pager: Email: Out of hours contact number:
7. Who is the secondary site contact?	Name: Title: Telephone: Mobile: Fax: Pager: Email: Out of hours contact number:

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8. Who is the technical contact for the site?	Name: Title: Telephone: Mobile: Fax: Pager: Email: Out of hours contact number:
9. Is this site owned and maintained by the Agency/State?	Yes/No Who:
10. Is this a manned site?	Yes/No
11. What are the hours of operation?	
12. What is the number of the telephone nearest to the CPE equipment and its location?	Telephone: Location:
13. What are the building and room access procedures? (For example, must visiting personnel be escorted by customer personnel?)	
14. Is this building network connected to any other adjacent or nearby building or campus? If so, please identify location/address of building/campus and who the primary contact is for that connection	
15. Are there any special security/safety procedures? (such as safety glasses, safety shoes, and hard hat areas)	Yes/No What:

16. What is the name and number of the site coordinator who is responsible for ensuring that the site is prepared adequately for the installation of the CPE equipment?	Name: Telephone:
17. What will the cabinet location be?	Floor: Room: Position:

Provide a diagram/s or sketch/es of the equipment location/s to include the following:

- All CPE equipment locations
- Power receptacle locations (wall, post, or under raised floor)
- Circuit breaker locations and circuit breaker number
- Telco demarc locations
- DDF locations
- Cable tray locations
- Location of other devices

Where applicable, also include diagrams that the route equipment must follow to reach this location when it is delivered to the customer site.

<Diagrams inserted in the Windows Metafile format, .wmf, offer significant file size savings over the Visio equivalent and should be used where the original Visio files are being maintained as separate files. You can use other reduced file size formats where appropriate.>

Table 4 Site Details (cont.)

18. What is the agreed plan to rectify any outstanding points from this section and any notes or special comments for the implementation team?	

Electrical Considerations

<Complete or provide in this document additional questions or table lines that might be applicable to this customer network. Include international country codes for telephone numbers. Mark sections that are not applicable. If space is insufficient for any answer, continue on separate pages, but indicate that you have done this in an appropriate place within this document.>

Table 5 Electrical Considerations

1. Is the correct AC power source available? (fused within 2m of the CPE equipment position)	Yes/No Voltage range: Location:
2. Will the CPE equipment be powered from a UPS (AC) or battery backup (DC)?	Yes/No UPS/Battery
3. Does the backup power source have sufficient capacity for this new equipment?	Yes/No Capacity:
4. Does this site have additional backup from generator power?	Yes/No Details:
5. Are there any restrictions as to when the CPE equipment might be powered up?	Yes/No Details:
6. Are there any 240v AC outlets available within 2m of the CPE equipment for peripheral equipment?	Yes/No How many: Distance: Location:
7. Is there an isolated earth point available close to the CPE equipment position?	Yes/No Distance: Location:

8. What is the agreed plan to rectify any outstanding points from this section and any notes or special comments for the implementation team?	

Cabling

<Complete or provide in this document additional questions or table lines that might be applicable to this customer network. Include international country codes for telephone numbers. Mark sections that are not applicable as such. If space is insufficient for any answer, continue on separate pages, but indicate that you have done this in an appropriate place within this document.>

Table 6 Cabling

1. Has the cable schedule been discussed, and does the Agency understand/agree with the requirements?	Yes/No
2. Are cables that are external to the cabinets to be installed?	Yes/No Cable run length (m): Cable run route:
3. Are external cabling lengths within the distances required by the equipment to avoid signal degradation?	Yes/No Max cable length:
4. Where CPE will be installing cables that are external to the cabinets, are there restrictions on when cables might be pulled over cable trays or under the floor?	Yes/No Details:
5. Do local fire codes stipulate that special cables are mandatory?	Yes/No Cable spec:
6. Are additional overhead cable trays, drop posts, or other trunking required to install the CPE equipment?	Yes/No Responsible party: Completion date: Details:

7. Is there sufficient clearance under overhead cable trays?	Yes/No Clearance (mm):
8. If a raised floor exists, is sufficient space available for routing cables?	Yes/No Depth of space (mm):
9. What is the agreed plan to rectify any outstanding points from this section and any notes or special comments for the implementation team?	

Carrier Circuits

<Complete or provide in this document additional questions or table lines that might be applicable to this customer network. Include international country codes for telephone numbers. Mark sections that are not applicable. If space is insufficient for any answer, continue on separate pages, but indicate that you have done this in an appropriate place within this document.>

Table 7 Carrier Circuits(Add more lines if needed)

1. What is the physical presentation of the telco circuits?	**Destination**	**Circuit**	**Type/Presentation**
2. If telco circuits are to be presented via a DDF, what are the termination block identifiers for both the telco circuits and the cables that connect to the CPE equipment?	**Destination**	**Carrier Circuit DDF Termination Block ID**	**CPE Equipment DDF Termination Block ID**
3. What is the agreed plan to rectify any outstanding points from this section, and any notes or special comments for the implementation team?			

Peripheral Data Communications Equipment

<Complete or provide in this document additional questions or table lines that might be applicable to this customer network. Include international country codes for telephone numbers. Mark sections that are not applicable. If space is insufficient for any answer, continue on separate pages, but indicate that you have done this in an appropriate place within this document.>

Table 8 Peripheral Data Communications Equipment

1. Will a data communications CPE be connected to the CPE equipment at this site?	**Customer Device ID**	**Manufacturer/ Model**	**Interface/Cabling**
2. What is the agreed plan to rectify any outstanding points from this section, and any notes or special comments for the implementation team?			

Peripheral Voice Communications Equipment

<Complete or provide in this document additional questions or table lines that might be applicable to this customer network. Include international country codes for telephone numbers. Mark sections that are not applicable. If space is insufficient for any answer, continue on separate pages, but indicate that you have done this in an appropriate place within this document.>

Table 9 Peripheral Voice Communications Equipment

1. Will any voice communications CPE be connected to the CPE equipment at this site?	**Customer Device ID**	**Manufacturer/ Model**	**Interface/Cabling**
2. If PBX circuits are to be presented via a DDF, what are the termination block identifiers for both the PBX circuits and the cables that connect to the CPE equipment?	**Circuit ID**	**PBX Circuit DDF Termination Block ID**	**CPE Equipment DDF Termination Block ID**

3. Detail the PBX primary and secondary clock sources as currently configured.	
4. What is the agreed plan to rectify outstanding points from this section, as well as any notes or special comments for the implementation team?	

Site Survey Completion

Certificate type: **<Description of Sign-off>**

System description: **<Customer Name and Project/Deliverable Name>**

Document version: **Version <x.y>**

This Site Survey Form has accurately captured the status of relevant physical, electrical, and environmental requirements for all the equipment to be installed at <Customer> premises at <Site>.

The site survey at <Site> has been completed and agreed actions recorded for all sections.

Please note any comments below.

For and on behalf of CPE Systems:

Name:	Signature:	Date:
(Print)	(Sign)	

For and on behalf of <Customer>:

Name:	Signature:	Date:
(Print)	(Sign)	

Comments, variations or caveats:

.

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LAN Refresh Scheduled Date:	**Lead Voice Engr:**
Voice Refresh Scheduled Date:	**Lead Data Engr:**
Refresh #:	**On-site Refresh Team Lead:**

Project Implementation Plan

No.	Milestone/Task	% Complete	Proposed Start Date	Proposed Completion Date	Milestone Assigned to:
1	**General - Finalize site design**	0%			
2	Provide rack design & layout	0%			AZNet II Engr
3	Provide floorplans	0%			Agency
4	Verify site requirements have been met	0%			AZNet II PM
5	Finalize Design of Callmanager, voicemail, etc for site	0%			AZNet II Voice Engr
6	**Phone programming**	0%			
6.1	Gather user phone information via voice matrix	0%			Refresh PM, Agency
6.2	Update voice matrix (phone #'s, options, etc) & provide to Tech	0%			Refresh PM
6.3	Provide phone MAC addresses	0%			Refresh Tech
6.4	Program phones	0%			Refresh SDE
6.5	Provide ERL information	0%			Refresh Tech
6.6	Program ERL information	0%			Refresh SDE
7	**Equipment Order, Receipt, & staging**	0%			
7.1	Order Equipment	0%			AZNet II Mgr
7.2	Arrange staging areas and access	0%			Refresh PM
7.3	Equipment receipt & staging	0%			Refresh PM
8	**Circuit Orders (if applicable)**	0%			
8.1	1-FB's	0%			Refresh PM/Engr, AZNet II Carrier Team
8.2	PRI's	0%			Refresh PM/Engr, AZNet II Carrier Team
8.3	Other Circuits?	0%			Refresh PM/Engr, AZNet II Carrier Team
10	**Cabling/Power Cmpl, Site Requirements met**	0%			Agency
11	**WAN upgrades as applicable**				Refresh Team
11.1	Router configure/install	0%			Refresh Team
11.2	SRST Gateway install & configuration	0%			Refresh Team
11.3	Solarwinds updates (if applicable)				Refresh Team
11.4	Other	0%			Refresh Team
12	**LAN equipment configuration**	0%			Refresh Team
12.1	Provide VLAN's & IP addresses	0%			Refresh Team
12.2	Assign IP's to all equipment	0%			Refresh Team
12.3	Prepare switch configs	0%			Refresh Team
13	**LAN Device Install (switches, phones)**	0%			Refresh Team
13.1	LAN Switch OS & configuration load	0%			Refresh Team
13.2	LAN Switch installation, verification, & test	0%			Refresh Team
13.3	Phone placement	0%			Refresh Team
13.4	Solarwinds updates	0%			Refresh Team
14	**User Communication & Training**	0%			Refresh Team
14.1	Coordinate phone cutovers	0%			Refresh Team
14.2	Train-the-Trainer (1 session per cutover)	0%			Refresh Team
15	**Circuit installation**	0%			Refresh Team
15.1	Accept/extend 1-FB's & PRI's as applicable	0%			Refresh Team
15.2	Other Circuit install/extend/accept	0%			Refresh Team
16	**Test & Turn-up**	0%			Refresh Team
16.1	Troubleshoot & resolve any issues	0%			Refresh Team
16.2	Cutover	0%			Refresh Team
16.3	Provide on-site voice support (1 day per cutover)	0%			Refresh Team
17	**AZNet II QA**	0%			Refresh Team
17.1	Perform QA	0%			AZNet II Engr
17.2	Perform punch-list items	0%			Refresh Team
18	**Documentation**	0%			Refresh Team
19	**Project Sign-off**	0%			Agency, EIC

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AZNet II – Arizona Network

LAN Refresh Scheduled Date:
Voice Refresh Scheduled Date:
Refresh #:

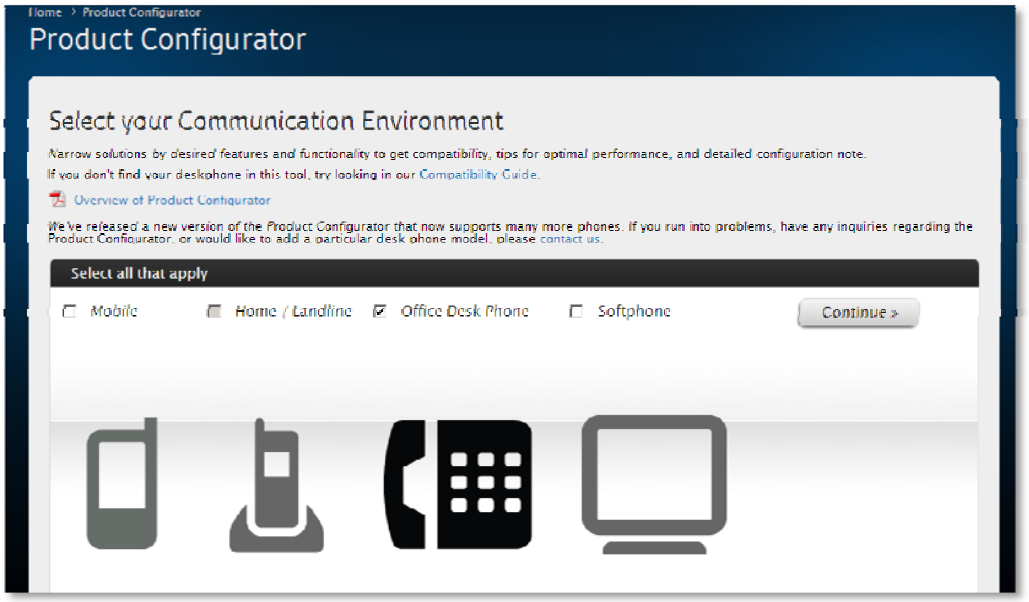
Project Implementation Plan

No.	Milestone/Task	Risk #'s Affecting Proposed Date	# of Days Delayed due to Risks	New Completion Date w/Risks Accounted For	Actual Completion Date
1	**General - Finalize site design**				
2	Provide rack design & layout				
3	Provide floorplans				
4	Verify site requirements have been met				
5	Finalize Design of Callmanager, voicemail, etc for site				
6	**Phone programming**				
6.1	Gather user phone information via voice matrix				
6.2	Update voice matrix (phone #'s, options, etc) & provide to Tech				
6.3	Provide phone MAC addresses				
6.4	Program phones				
6.5	Provide ERL information				
6.6	Program ERL information				
7	**Equipment Order, Receipt, & staging**				
7.1	Order Equipment				
7.2	Arrange staging areas and access				
7.3	Equipment receipt & staging				
8	**Circuit Orders (if applicable)**				
8.1	1-FB's				
8.2	PRI's				
8.3	Other Circuits?				
10	**Cabling/Power Cmpl, Site Requirements met**				
11	**WAN upgrades as applicable**				
11.1	Router configure/install				
11.2	SRST Gateway install & configuration				
11.3	Solarwinds updates (if applicable)				
11.4	Other				
12	**LAN equipment configuration**				
12.1	Provide VLAN's & IP addresses				
12.2	Assign IP's to all equipment				
12.3	Prepare switch configs				
13	**LAN Device Install (switches, phones)**				
13.1	LAN Switch OS & configuration load				
13.2	LAN Switch installation, verification, & test				
13.3	Phone placement				
13.4	Solarwinds updates				
14	**User Communication & Training**				
14.1	Coordinate phone cutovers				
14.2	Train-the-Trainer (1 session per cutover)				
15	**Circuit installation**				
15.1	Accept/extend 1-FB's & PRI's as applicable				
15.2	Other Circuit install/extend/accept				
16	**Test & Turn-up**				
16.1	Troubleshoot & resolve any issues				
16.2	Cutover				
16.3	Provide on-site voice support (1 day per cutover)				
17	**AZNet II QA**				
17.1	Perform QA				
17.2	Perform punch-list items				
18	**Documentation**				
19	**Project Sign-off**				

Finding a Compatible Plantronics or Jabra Headset for Cisco 7945G & 7965G phones.

Plantronics Headsets: Go to http://www.plantronics.com/us/configurator/index.jsp?&

1. Select “Office Desk Phone” and click Continue.



2. Next, select Cisco in the Product Vendor block, and then 7945G or 7965G from the list of models. The Plantronics recommended list of compatible headsets will display.

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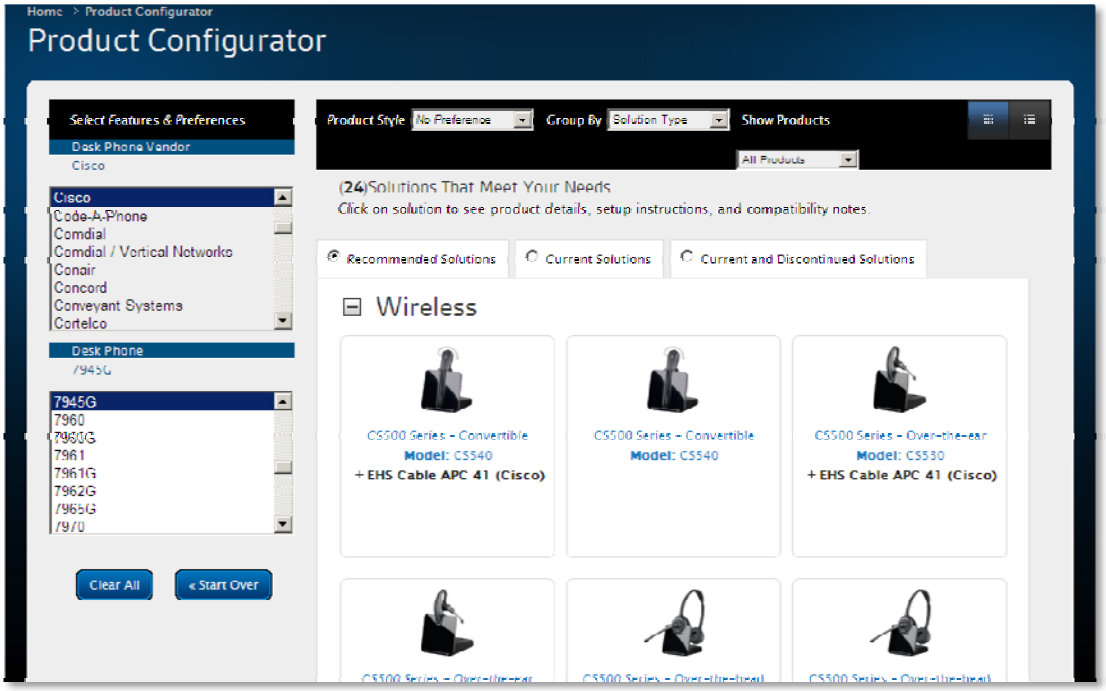

Jabra Headsets: Go to https://www.jabra.com/headsets-and-speakerphones/compatibilityguide

1. Select Cisco from the dropdown in the Brand field, and “Unified IP Phone 7945G” or “Unified IP Phone 7965G” in the Model field:

2. Select “Wireless Solutions” or “Wired Solutions” in the Connectivity section to see a list of compatible headsets display below the options: