

Information Technology February 21, 2018



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New Voice Over Internet Protocol Phones Phase 1 & 2: Update

All SIP trunk equipment and fiber has been installed and connected in both Data Centers. The Voice and Data Communications Analyst is testing the system to ensure the successful handling of incoming and outgoing communications and the proper transfer of calls to appropriate City offices. Once testing is completed and determined successful, the current phone lines will be transferred in increments to the new VoIP system.

LRIT is currently working with the Zoo, Fleet Services, Solid Waste, the Police Training Academy and the Police Special Investigations Division to complete the addition of cabling and the installation of the VoIP phone system.

As of January 31, 2018, 791 of the approximate 1050 city managed phones have been installed and are in use daily.

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Technology Equipment Upgrade

LRIT purchased 9 network switches, 3 of which will be used to upgrade the 911 Communications Center and the other 6 will be used for phone upgrades at the Hinton Center, Fleet Services and the new Police Administration building. Funds totaling \$33,650.51, were taken from the Operational Capital Expenditure account to cover this cost.

The City purchased new equipment to replace the existing wireless system which included the addition of one access point for each Resource Center. LRIT is working with the vendor to schedule the installation. Funds totaling \$67,530.40 were taken from the Operational Capital Expenditure account to cover this replacement.

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Technology Equipment Upgrade (cont.)

As part of Phase 2 of the VoIP upgrade, LRIT purchased equipment that will enable the recording of all calls for service taken by the newly established Police Telephone Reporting unit. Funds totaling \$35,200.59, were taken from the Operational Capital Expenditure account to cover this replacement.