Executive Branch Information Technology
Office of Information Technology Services
2800 SW Topeka Blvd., Building 100
Topeka, KS 66611

Kansas
Office of Information Technology Services

Phone: (785) 296-3463
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Jeff Maxon, Interim Chief Information Technology Officer

Laura Kelly, Governor

May 9, 2023

Todd Herman, Director
Procurement and Contracts

Dear Mr. Herman:

The detailed project plan for the Pittsburg State University Phone System Upgrade Project (PSU Phone System Upgrade) is enclosed. Angela Neria is the primary contact for the project and can be reached at (620) 235-4603. This letter constitutes approval of the project pursuant to K.S.A. 75-7209.

PSU Phone System Upgrade is an infrastructure project and thus does not fit traditional project monitoring parameters. The project is required to provide quarterly project reporting transmittal pages for the duration of the project. However, we are exempting the project from all other quarterly report requirements contained in ITEC Policy 2500.

This project has a total project cost of $392,962. The quarterly KITO fee for the project will be $137 and will be billed from the start of Execution until receipt of the project's Post Implementation Evaluation Report (PIER).

Respectfully,

DocuSigned by:
Angela Neria
7E45FC4D5FB9466...
Angela Neria, Chief Information Officer
Pittsburg State University

DocuSigned by:
Jeff Maxon
670B8750658F441...
Jeff Maxon, Interim CITO
Executive Branch

cc: Kelly O'Brien, CITO, Judicial Branch
Alan Weis, CITO, Legislative Branch
Adam Proffitt, Director of the Budget
James Fisher, KLRD
JCIT Membership
Kelly Johnson, OPC
Brian Reiter, OITS
Luecrita Haraughty, PSU
Megan Burton, KSHS
Cole Robison, OITS
Alex Wong, CITA
Sash Smith, OITS
Sara Spinks, KITO

Pittsburg State University

1701 South Broadway
Pittsburg, KS 66762-7500
620-231-7000

April 17, 2023

Mr. Jeff Maxon
Interim CITO, Executive Branch
Kansas Office of Information Technology Services
2800 SW Topeka Blvd
Topeka, KS 66611-1220

Dear Mr. Maxon:

Pittsburg State University is requesting your review of the attached detailed-level project plan documentation and approval of the Pittsburg State University Phone Upgrade Project (PSU Phone Upgrade Project).

The Pittsburg State University phone system has become a significant infrastructure need for the PSU campus. Though this system (manufactured in the mid 1980's) has been reliable, PSU must move forward to more modern hardware and mobile options for our changing users and world. More importantly, the age of our current system has put us in a difficult position regarding repairs and replacements. Finding both technical assistance and parts for ongoing repairs is becoming less and less of an option as even used/refurbished parts are no longer available.

Thank you in advance for your review and consideration of our request for the approval of the attached PSU Phone Upgrade Project.

Kind Regards,

Angela Neria,
Chief Information Officer

State Entity Checklist for Detailed IT Project Plan

State Entity: Pittsburg State University	Included (Y/N) If no, Explain
Project Name: Pittsburg State University Phone System Upgrade Project	
Greater than $250,000/ less than $1,000,000 (Y/N): Y	
Greater than $1,000,000 (Y/N): N	
IT Project Plan Documents	
For forms and/or more detailed information on completion of plan, see https://ebit.ks.gov/kito/it-project-oversight/proposed-it-project-plans	
For ITEC Policy and/or more detailed information on approval of IT projects, see ITEC 2400 and 2400A. https://ebit.ks.gov/itec/resources/policies	
Cover Letter Requesting Project Approval	Y
IT Project Request Explanation--DA518	Y
IT Cost Benefit Statement--DA519	Y
Work Breakdown Structure @ 8/80 hr duration/elapsed calendar time level	
Task Name (tasks should be descriptive)	Y
Duration (total duration/elapsed calendar time)	Y
Work (total person/hours of effort for all resources for the task)	Y
Start	Y
Finish	Y
Dependencies (Predecessors)	Y
Resource Names (assigned to the task)	Y
Milestone	Y
Work Product Identification (Form ITEC PM02-6)	Y
Architectural Statement (ITEC Policy 4010 and 9500) https://ebit.ks.gov/itec/resources/policies	
Listing of products and standards that will be implemented to accomplish the project including a statement of compliance with ITEC Policy.	Y
If different, attach CITA waiver	
Ownership of Software Code and Related Intellectual Property (ITEC Policy 1500) https://ebit.ks.gov/docs/default-source/itec/itec_policy_1500.pdf	
Statement of compliance	Y
If different, attach CITO waiver	
Privacy Statement (Privacy Act 1974, Health Insurance Portability & Accountability Act 1996-HIPAA) https://www.justice.gov/opcl/overview-privacy-act-1974-2015-edition	
https://www.hhs.gov/hipaa/index.html	
1. What information is included	Y
2. Why is it collected	Y
3. How will it be used	Y
4. Exclusion opportunities	
5. 1974 Act implementation	Y
6. Other privacy requirements	Y
7. Total privacy cost estimate	Y
Security Statement (ITEC Policies 7230, 9500, 7300) https://ebit.ks.gov/itec/resources/policies	
Statement of compliance regarding security measures, technologies used, compliance with policy & standards	Y
If different, explain	
Accessibility Statement (ITEC Policy 1210) https://ebit.ks.gov/itec/resources/policies/policy-1210	
Confirm the project will comply with ITEC Policy 1210 requirements by attaching a completed Accessibility Conformance Report (ACR) produced using the Voluntary Product Accessibility Template® (VPAT®), version 2.0 or later, for the product(s) procured, provided as a service, or custom-built. If requirements are to be developed as part of project, indicate that VPAT requirements will be included. See VPAT at: https://www.itic.org/policy/accessibility/vpat.	
If VPAT/ACR indicates compliance on all items, provide statement identifying task number(s) in WBS where verification of overall compliance will occur. For any VPAT/ACR item(s) where full compliance is not indicated, identify task number(s) in WBS where remediation of compliance issues will occur, and the task number(s) that will include verification of overall compliance. **If product is not anticipated to be compliant upon initial implementation, please attach State ADA Coordinator exception.** If accessibility standards do not apply, please provide explanation.	
Attach approval letter from State Director of IT Accessibility.	Y
Electronic Record Retention Statement https://www.kshs.org/p/electronic-records/11334 (K.S.A. 45-403 and K.S.A. 45-213 through 45-223)	
1. Identify replaced paper records	Y
2. Identify new business functions	Y
3. Reasons for business functions	Y
4. Records requirements for business function	Y
5. Documents in another system?	Y
6. Public access requirements	Y
7. Access control requirements	Y
8. Identify all records with retention period of ten or more years	Y
9. Estimate three year cost of addressing records identified in No. 8	Y
Attach approval letter from State Archivist.	Y
Risk Identification Summary (Form ITEC PM02-11a)	Y
Risk Assessment Model (RAM) Summary - Detailed Plans	Y
Fiscal Note, if appropriate	
Electronic copy submitted two - four weeks prior to contract award and/or project execution	

INFORMATION TECHNOLOGY PROJECT REQUEST EXPLANATION -- DA 518

1. Project Title:	2. Project Priority	3. Estimated Dates	
Pittsburg State University Phone System Upgrade Project (PSU Phone System Upgrade)	Medium	**Planning Start:**	5/20/2022
Agency:		**Execution Start:**	4/6/2023
Pittsburg State University		**Close-Out End:**	10/10/2023
4. Project Description and Justification:	**Date Submitted:**	4.17.23	

Pittsburg State University's current PBX telephone system was manufactured by Nortel Networks. Nortel was a huge player in the telecom world from it's parent company's founding in 1895 through the end of the 20th century. In 2009 Nortel filed for bankruptcy protection and ceased manufacture of all equipment. The company no longer exists. Its remnants were purchased by Avaya in the early 2000's. Components of PSU's system are over 40 years old. New replacement parts have not been available for decades. While a remanufactured parts marked for this system still exists, PSU is finding it harder and harder to find some of the parts needed to keep the system operating. In addition, those with technical expertise on this system have almost all entered retirement. Should a problem arise that is above PSU's in-house level of expertise, it's becoming harder and harder to find expert technical support from external vendors. The system continues to work well - as it has since it's installation in the 1980's. However, prudence dictates that PSU not wait until the declining availability of parts and support place us in an untenable situation. Should a catastrophic failure of our existing telephone system occur, there is no guarantee that needed repair parts could be obtained in a timely manner, if at all. Loss of the campus telephone system for an extended period of time would obviously present major disruptions to ongoing operations at all levels. The cost of such a catastrophe is difficult to calculate but would obviously be quite significant - both in terms of PSU faculty and staff being able to communicate internally and in terms of PSU's ability to support it's students needs.

Is this an Infrastructure Project? (Y/N)	Y
Will Business Process Modeling be completed during the IT project and business design? (Y/N)	N
Will national and/or industry data standards be used? (Y/N)	Y
If yes, please specify.	Telephone system capacity will be required to provide an industry standard P-01 level of service or better.

List any collaboration that has taken place in the planning of the IT Project, and/or will take place during execution of the project. Include tools, methods, and best practices used for providing collaboration, user input, and continued social networking.

Collaboration has and will continue to occur between leading vendors and PSU in designing a modern, agile system using industry standards for an upgraded communication phone system. In addition to vendor input, PSU has two on-staff telecom engineers with many decades of combined experience - including design, installation, and maintenance for modern telecom systems like those PSU is contemplating.

5. Estimated Project Cost

Category	Cost
Internal Cost (Salaries)	$0
Contractual Services	$392,688
Commodities	$0
Capital Outlay	$0
Sub-Total Project Costs	$392,688
Total KITO Rate Fee	$274
Total Project Costs	**$392,962**

KITO Rate Structure

Project Value Range		Quarterly Rate
$250,000	$10,000,000	0.00350
$10,000,001	Greater	0.00050
Infrastructure Projects		0.00035

Project Quarterly KITO Fee: $137

6. Project Subprojects (include name, start and end dates, and cost of each Subproject):

Subproject Name	Start Date	End Date	Internal Cost	External Cost	Total Cost
Planning	5/20/2022	5/15/2023	$0	$0	$0
Execution					
Enter "Execution" or Subproject 1 Name	4/6/2023	8/30/2023	$0	$392,962	$392,962
Enter Subproject 2 Name if Applicable					$0
Enter Subproject 3 Name if Applicable					$0
Enter Subproject 4 Name if Applicable					$0
Enter Subproject 5 Name if Applicable					$0
Execution Sub-Total	4/6/2023	8/30/2023	$0	$392,962	$392,962
Close-Out	9/4/2023	10/10/2023	$0	$0	$0
Grand Internal, External, and Total Costs			$0	$392,962	**$392,962**

7. Amount by Source of Financing:

State Fiscal Years	1. SGF	2.	3.	4.	5.	6.	7.	Total
SFY 2023	$392,962							$392,962
SFY 2024								$0
SFY 2025								$0
SFY 2026								$0
SFY 2027								$0
SFY 2028								$0
Total Project Costs	$392,962	$0	$0	$0	$0	$0	$0	**$392,962**

Description of funds listed above

Revised 5/22

INFORMATION TECHNOLOGY PROJECT REQUEST EXPLANATION -- DA 519

1. Project Title	2. Estimated Dates		Projected Months from Execution to Close-Out
Pittsburg State University Phone System Upgrade Project (PSU Phone System Upgrade)	Planning Start:	5/20/2022	7
	Execution Start:	4/6/2023	
	Close-Out End:	10/10/2023	
3. Agency	**4. Project Director/Project Manager**		
Pittsburg State University	Luecrita Haraughty		

5. Qualitative and Quantitative Savings Explanation

Pittsburg State University's current PBX telephone system was manufactured by Nortel Networks. Nortel was a huge player in the telecom world from it's parent company's founding in 1895 through the end of the 20th century. In 2009 Nortel filed for bankruptcy protection and ceased manufacture of all equipment. The company no longer exists. Its remnants were purchased by Avaya in the early 2000's. Components of PSU's system are over 40 years old. New replacement parts have not been available for decades. While a remanufactured parts marked for this system still exists, PSU is finding it harder and harder to find some of the parts needed to keep the system operating. In addition, those with technical expertise on this system have almost all entered retirement. Should a problem arise that is above PSU's in-house level of expertise, it's becoming harder and harder to find expert technical support from external vendors. The system continues to work well - as it has since it's installation in the 1980's. However, prudence dictates that PSU not wait until the declining availability of parts and support place us in an untenable situation. Should a catastrophic failure of our existing telephone system occur, there is no guarantee that needed repair parts could be obtained in a timely manner, if at all. Loss of the campus telephone system for an extended period of time would obviously present major disruptions to ongoing operations at all levels. The cost of such a catastrophe is difficult to calculate but would obviously be quite significant - both in terms of PSU faculty and staff being able to communicate internally and in terms of PSU's ability to support it's students needs.

6. Qualitative and Quantitative Savings Estimate

Description of Savings		SFY 2023	SFY 2024	SFY 2025	SFY 2026	SFY 2027	SFY 2028
Cost Avoidance (Soft Dollars)							
Decreased support time of telecom staff as a good portion of the campus will use soft client not requiring a port/line to be moved,			$13,000	$26,000	$26,000		
Decreased purchase or replacement of new equipment for employees. Far fewer physical phones to break and need			$2,500	$5,000	$5,000		
Subtotal	$77,500	$0	$15,500	$31,000	$31,000	$0	$0
Cash Savings (Hard Dollars)							
Subtotal	$0	$0	$0	$0	$0	$0	$0
Other (Include Intangible Benefits)							
Provide better flexibility for users when on and off campus.							
Forwarding capability with campus number so personal devices do not have to be shared.							
Flexible telephone options... physical phone, software phone app on laptop, software phone app on tablet of smart phone... mix and							
Subtotal	$0	$0	$0	$0	$0	$0	$0
Quantitative Savings	$77,500	$0	$15,500	$31,000	$31,000	$0	$0

7. Summary*		SFY 2023	SFY 2024	SFY 2025	SFY 2026	SFY 2027	SFY 2028
Project Costs	**Total** $392,962	$392,962	$0	$0	$0	$0	$0
Net Cost Benefit	**Total** -$315,462	-$392,962	$15,500	$31,000	$31,000	$0	$0
Cost Benefit per Month	$11,071						
Calendar Months to Break Even	35						

8. Ongoing Cost	SFY 2023	SFY 2024	SFY 2025	SFY 2026	SFY 2027	SFY 2028
Operational Cost for three ensuing SFYs		$0	$0	$0		

* Project Costs = Total Cost of Project over all Fiscal Years from all Funding Sources
Net Cost Benefit = Total Qualitative & Quantitative Savings minus Total Project Costs
Cost Benefit per Month = Total Qualitative & Quantitative Savings divided by Length of Project in months
Calendar Months to Break Even = Total Project Costs divided by Cost Benefit per Month

Revised 2/21

Project Management Plan: Work Product Identification

Deliverable Name	*Due Date*	*Date Delivered*	*Point of Contact*
High Level Plans Submitted to CITO for Review	9/23/22	9/23/22	Luecrita Haraughty
High Level Plan Documents approved by CITO	10/10/22	10/10/22	Luecrita Haraughty
Detailed Project Plan approved by CTIO	5/15/23		Luecrita Haraughty
Conduct Project Team Kickoff Meeting	4/25/23		Luecrita Haraughty
Equipment Received	4/26/23		Kevin Vanlanduit and Michael Tindel
Complete IP Address Worksheet	4/26/23		Eric Springer
Remote Staging Complete	5/25/23		Vendor Technical Lead
Train the Trainer Session	7/13/23		Luecrita Haraughty and Tim Pearson
End User Training	8/04/23		Kevin Vanlanduit, Luecrita Haraughty, Michael Tindel, and Tim Pearson
Go/No Go Meeting for Cutover	8/10/23		Kevin Vanlanduit, Luecrita Haraughty, Michael Tindel, Angela Neria, and Tim Pearson
Sign Off on Cutover	8/10/23		Tim Pearson
Cutover	8/18/23		Kevin Vanlanduit, Luecrita Haraughty, Michael Tindel, Angela Neria, and Tim Pearson
First Day of Business Support	8/28/23		Vendor Technical Lead
Submit PIER to CITO	10/10/23		Luecrita Haraughty

ID	Task Name	Duratio	Work	Start	Finish	Predecessors	Resource Names	Miles
1	**PSU Phone System Upgrade Project**	**363 day**	**703.01 hrs**	**Fri 5/20/22**	**Tue 10/10/23**			**No**
2	**Planning**	**256.06**	**143.5 hrs**	**Fri 5/20/22**	**Mon 5/15/23**			**No**
3	Requirements Review/Information Gatherin	3.33 da	80 hrs	Fri 5/20/22	Wed 5/25/22		Kevin Vanlanduit,Michael Tindel,Tim Pearson	No
4	Vendor System Evaluation	0.83 da	20 hrs	Wed 6/1/22	Fri 7/1/22		Kevin Vanlanduit[48%],Michael Tindel[49%],Tim Pe	No
5	Complete high level project documentation	1.06 da	8.5 hrs	Mon 9/12/22	Mon 9/19/22		Luecrita Haraughty[0%]	No
6	High Level Plans submitted to CITO for revie	0.13 da	1 hr	Fri 9/23/22	Fri 9/23/22		Luecrita Haraughty	Yes
7	EPMO Review Task Order/High Level Plan Documentation	11 days	0 hrs	Fri 9/23/22	Fri 10/7/22			No
8	High Level Plan Documents approved by CIT	0.13 da	1 hr	Mon 10/10/22	Mon 10/10/22		Luecrita Haraughty	Yes
9	CITO RFP Review and approval	1 day	1 hr	Mon 12/19/22	Mon 12/19/22		Luecrita Haraughty	No
10	Final Quote from Vendors	1 day	0.5 hrs	Mon 2/20/23	Mon 2/20/23		Tim Pearson[35%]	No
11	**Vendor Selection**	6 days	9.25 hrs	Wed 3/8/23	Wed 3/15/23			No
12	Vendor recommendation to Administratic	0.18 da	1 hr	Wed 3/8/23	Wed 3/8/23		Luecrita Haraughty[49%],Tim Pearson[35%]	No
13	Contract negotiations	4 days	8 hrs	Wed 3/8/23	Mon 3/13/23		PSU Purchasing[25%],Tim Pearson[47%]	No
14	Contract and SOW signed	1 day	0.25 hrs	Wed 3/15/23	Wed 3/15/23		Angela Neria[20%]	No
15	**State of Kansas EPMO Project Approval**	166.06	17.75 hrs	Fri 9/23/22	Mon 5/15/23			No
16	Detailed project plan developed	9 days	16 hrs	Tue 3/14/23	Fri 3/24/23		Luecrita Haraughty[49%]	No
17	Submit detailed project plan to EPMO for review	1 day	0.25 hrs	Mon 4/17/23	Mon 4/17/23		Luecrita Haraughty[49%]	No
18	Obtain Electronic Records Retention approval letter from State Archivist	0.25 days	0.25 hrs	Fri 9/23/22	Fri 9/23/22		Luecrita Haraughty[49%]	No
19	Obtain Web Accessibility letter from State Director of IT Accessibility	1 day	1 hr	Fri 9/30/22	Fri 9/30/22		Luecrita Haraughty[49%]	No
20	Detailed project plan approved by CITO	0.06 da	0.25 hrs	Mon 5/15/23	Mon 5/15/23		Luecrita Haraughty[49%]	Yes
21	**Project Initiation**	3 days	4.5 hrs	Tue 4/18/23	Thu 4/20/23			No
22	**Project Meetings**	1 day	2 hrs	Tue 4/18/23	Tue 4/18/23			No
23	Schedule Reoccurring Project meetings	1 day	1 hr	Tue 4/18/23	Tue 4/18/23		Luecrita Haraughty[49%]	No
24	Schedule quarterly reports to CITO	1 day	1 hr	Tue 4/18/23	Tue 4/18/23		Luecrita Haraughty[49%]	No
25	**Organize project resources**	2 days	2.5 hrs	Wed 4/19/23	Thu 4/20/23			No
26	Develop staffing plan	1 day	1 hr	Wed 4/19/23	Wed 4/19/23		Luecrita Haraughty[49%],Tim Pearson[47%]	No
27	Review resource allocation	1 day	1 hr	Wed 4/19/23	Wed 4/19/23		Luecrita Haraughty[49%],Tim Pearson[47%]	No
28	Resource allocation approved	1 day	0.5 hrs	Thu 4/20/23	Thu 4/20/23		Tim Pearson[47%],Angela Neria[20%]	No
29	**EXECUTION**	**105 day**	**540.51 hrs**	**Thu 4/6/23**	**Wed 8/30/23**			**No**
30	**INITIATE UPGRADE**	105 day	78.27 hrs	Thu 4/6/23	Wed 8/30/23			No
31	**Project Preparation**	105 day	78.27 hrs	Thu 4/6/23	Wed 8/30/23			No
32	Conduct project team kick off meeting	1 day	2 hrs	Tue 4/25/23	Tue 4/25/23		Tim Pearson[47%],Kevin Vanlanduit[49%],Michael	Yes
33	Conduct Project Meetings	92 days	70.77 hrs	Tue 4/25/23	Wed 8/30/23		Luecrita Haraughty[49%]	No

ID	Task Name	Duratio	Work	Start	Finish	Predecessors	Resource Names	Miles
34	Discuss IP Office project an Avaya Session Border Controller Workbooks	1 day	1.5 hrs	Tue 4/25/23	Tue 4/25/23		Luecrita Haraughty[49%],Tim Pearson[47%],Vendor PM,Vendor Technical lead	No
35	**Submit PO to vendor(s)**	2 days	3 hrs	Thu 4/6/23	Fri 4/7/23			No
36	Process Order for Miscellaneous Materials (Cable, blocks, brackets,	2 days	1 hr	Thu 4/6/23	Fri 4/7/23		PSU Purchasing[25%]	No
37	Process Order for upgraded system	2 days	1 hr	Thu 4/6/23	Fri 4/7/23		PSU Purchasing[25%]	No
38	Process order for new Battery Backup devices	2 days	1 hr	Thu 4/6/23	Fri 4/7/23		PSU Purchasing[25%]	No
39	Equipment received	7 days	1 hr	Tue 4/18/23	Wed 4/26/23		Kevin Vanlanduit[47%],Michael Tindel[48%]	Yes
40	**IMPLEMENTATION**	**93 days**	**462.25 hrs**	**Thu 4/20/23**	**Mon 8/28/23**			**No**
41	Complete IP Address Worksheet	1 day	2 hrs	Wed 4/26/23	Wed 4/26/23		Eric Springer[47%]	Yes
42	**Prepare Wiring Closets**	**12 days**	**33.5 hrs**	**Mon 5/22/23**	**Tue 6/6/23**			**No**
43	Prepare Heckett Wells Closet	1 day	2 hrs	Mon 5/29/23	Mon 5/29/23		Michael Tindel[48%]	No
44	Prepare Porter Hall Closet	1 day	3 hrs	Tue 5/30/23	Tue 5/30/23		Michael Tindel[48%]	No
45	Prepare McCray Hall Closet	1 day	1.5 hrs	Tue 5/30/23	Tue 5/30/23		Michael Tindel[48%]	No
46	Prepare Whitesitt Hall Closet	1 day	3 hrs	Wed 5/31/23	Wed 5/31/23		Michael Tindel[48%]	No
47	Prepare Shirk Hall Closet	1 day	2 hrs	Mon 6/5/23	Mon 6/5/23		Michael Tindel[48%]	No
48	Prepare Yates Hall Closet	1 day	2 hrs	Tue 6/6/23	Tue 6/6/23		Kevin Vanlanduit[47%]	No
49	Install common control modules	11 days	20 hrs	Mon 5/22/23	Mon 6/5/23		Michael Tindel[48%],Kevin Vanlanduit[47%]	No
50	**Staging Phase**	**26 days**	**153 hrs**	**Thu 4/20/23**	**Thu 5/25/23**			**No**
51	Assemble, stage, ship Avaya IP office 5(	25 days	11 hrs	Thu 4/20/23	Wed 5/24/23		Vendor Technical lead	No
52	Provision IP500v2A Gateways with digi	25 days	12 hrs	Thu 4/20/23	Wed 5/24/23		Vendor Technical lead,Vendor Technical Specialist	No
53	Assemble, stage, ship Avaya shared Pla	25 days	9 hrs	Thu 4/20/23	Wed 5/24/23		Vendor Technical lead[5%]	No
54	Download, deploy Avaya IP office Serv	25 days	8 hrs	Thu 4/20/23	Wed 5/24/23		Vendor Technical lead	No
55	Download, deploy Avaya Session Borde	25 days	16 hrs	Thu 4/20/23	Wed 5/24/23		Vendor Technical Specialist	No
56	Initial Master discovery and Configurat	25 days	12 hrs	Thu 4/20/23	Wed 5/24/23		Vendor Technical lead,Vendor Technical Specialist	No
57	Program solution IP trunk sessions to c	25 days	15 hrs	Thu 4/20/23	Wed 5/24/23		Vendor Technical Specialist	No
58	Program solution for SIP trunk resilienc	25 days	9 hrs	Thu 4/20/23	Wed 5/24/23		Vendor Technical lead,Vendor Technical Specialist	No
59	Program Standalone Session Border co	25 days	20 hrs	Thu 4/20/23	Wed 5/24/23		Vendor Technical lead	No
60	Program auto-attendants with one sub	25 days	8 hrs	Thu 4/20/23	Wed 5/24/23		Vendor Technical lead	No
61	Program voicemail-to-email	25 days	3 hrs	Thu 4/20/23	Wed 5/24/23		Vendor Technical lead	No
62	program solution for Users to utilize w	25 days	5 hrs	Thu 4/20/23	Wed 5/24/23		Vendor Technical lead	No
63	Program solution for Users to utilize or	25 days	5 hrs	Thu 4/20/23	Wed 5/24/23		Vendor Technical Specialist	No
64	Deploy & Program Call reporting for all	25 days	9 hrs	Thu 4/20/23	Wed 5/24/23		Vendor Technical Specialist	No
65	Deploy & Program Call Reporting Real-	25 days	10 hrs	Thu 4/20/23	Wed 5/24/23		Vendor Technical Specialist	No
66	Remote Staging Complete	1 day	1 hr	Thu 5/25/23	Thu 5/25/23		Vendor Technical lead,Vendor Technical Specialist	Yes
67	**Physical Install Phase (remote)**	**48 days**	**114.94 hrs**	**Thu 5/25/23**	**Mon 7/31/23**			**No**

ID	Task Name	Duratio	Work	Start	Finish	Predecessors	Resource Names	Miles
68	Mount, Power, Network Connection fo	7 days	12 hrs	Thu 6/1/23	Fri 6/9/23		Kevin Vanlanduit[47%],Michael Tindel[48%]	No
69	Verify Remote	1 day	1 hr	Thu 5/25/23	Thu 5/25/23		Michael Tindel,Vendor Technical lead	No
70	Ensure discovery for all servers, gatew	1 day	1 hr	Fri 5/26/23	Fri 5/26/23	69	Michael Tindel[48%],Vendor Technical lead	No
71	Set System-wide global options and de	22 days	40 hrs	Thu 6/22/23	Fri 7/21/23		Eric Springer,Kevin Vanlanduit,Michael Tindel	No
72	Program SIP trunks for testing	6 days	10 hrs	Mon 6/12/23	Mon 6/19/23		Vendor Technical lead	No
73	Permit station to station calls and test	1 day	3 hrs	Tue 6/20/23	Tue 6/20/23		Michael Tindel[48%],Vendor Technical lead	No
74	Provision Chassis with mix of digital an	23 days	15 hrs	Wed 6/21/23	Fri 7/21/23		Michael Tindel[48%]	No
75	Identify/tag house cable to cutover to	22 days	7.94 hrs	Thu 6/22/23	Fri 7/21/23		Eric Springer,Kevin Vanlanduit,Michael Tindel	No
76	Identify and tag house cable to cut ove	22 days	1 hr	Thu 6/22/23	Fri 7/21/23		Kevin Vanlanduit[47%]	No
77	ID/Make cross-connect preparations b	22 days	3 hrs	Thu 6/22/23	Fri 7/21/23		Kevin Vanlanduit[47%]	No
78	Install soft clients on user hardware an	27 days	16 hrs	Fri 6/23/23	Mon 7/31/23		Jon Cooper,PSU Technician	No
79	Run multi-pair feeder cables from chas	22 days	3 hrs	Thu 6/22/23	Fri 7/21/23		Kevin Vanlanduit[47%],Michael Tindel[48%]	No
80	Provision remaining digital, analog, an	22 days	2 hrs	Thu 6/22/23	Fri 7/21/23		Kevin Vanlanduit[47%],Michael Tindel[48%]	No
81	**Training**	**33 days**	**108 hrs**	**Wed 6/21/23**	**Fri 8/4/23**			**No**
82	Remote Administraiton Training	2 days	2 hrs	Wed 6/21/23	Thu 6/22/23		Michael Tindel[48%],Vendor Technical lead	No
83	Avaya Call Reporting Session(s)	20 days	18 hrs	Mon 7/3/23	Fri 7/28/23			Yes
84	Conduct Basic Call Reporting Trainin	20 days	8 hrs	Mon 7/3/23	Fri 7/28/23		Eric Springer[47%],Kevin Vanlanduit[47%],Michael	No
85	Conduct Real-Time Agent Training	20 days	10 hrs	Mon 7/3/23	Fri 7/28/23		Eric Springer[47%],Kevin Vanlanduit[47%],Michael	No
86	Train the Trainer Session	1 day	8 hrs	Thu 7/13/23	Thu 7/13/23		Eric Springer[47%],Kevin Vanlanduit[47%],Michael	Yes
87	End user training	13 days	80 hrs	Wed 7/19/23	Fri 8/4/23		Kevin Vanlanduit[47%],Luecrita Haraughty[49%],M	Yes
88	**Station level programming for physical p**	**8 days**	**15.36 hrs**	**Wed 6/28/23**	**Fri 7/7/23**			**No**
89	Digital Phone Programming	2 days	7.68 hrs	Wed 6/28/23	Thu 6/29/23		Michael Tindel[48%]	No
90	Analog port programming	2 days	7.68 hrs	Thu 7/6/23	Fri 7/7/23		Michael Tindel[48%]	No
91	**System Cutover**	**17 days**	**35.44 hrs**	**Fri 8/4/23**	**Mon 8/28/23**			**No**
92	Coordinate with Cox for SIP trunks to A	1 day	1 hr	Fri 8/4/23	Fri 8/4/23		Michael Tindel[48%]	No
93	Test Incoming Calls to ported numbers	1 day	2 hrs	Fri 8/4/23	Fri 8/4/23		Kevin Vanlanduit[47%]	No
94	Test analog stations/telephones	1 day	1 hr	Fri 8/4/23	Fri 8/4/23		Eric Springer[47%],Kevin Vanlanduit[47%]	No
95	Go/No Go Meeting for Cutover	1 day	2 hrs	Thu 8/10/23	Thu 8/10/23		Angela Neria[20%],Kevin Vanlanduit[47%],Luecrita	Yes
96	Sign off on Cutover	1 day	0.5 hrs	Thu 8/10/23	Thu 8/10/23		Tim Pearson[47%]	Yes
97	Remove Nortel Cross Connects	3 days	2 hrs	Tue 8/15/23	Thu 8/17/23		Eric Springer[47%],Kevin Vanlanduit[47%],Michael	No
98	Remove Nortel Telephones/Connect A	2 days	7.94 hrs	Wed 8/16/23	Thu 8/17/23		Eric Springer[47%],Jon Cooper,PSU Technician	No
99	Punch Down Cross-Connects to connec	1 day	2 hrs	Thu 8/17/23	Thu 8/17/23		Michael Tindel[48%]	No
100	Punch Down Analog house cables to Ar	2 days	2 hrs	Thu 8/10/23	Fri 8/11/23		Kevin Vanlanduit[47%]	No
101	Cutover	1 day	3 hrs	Fri 8/18/23	Fri 8/18/23		Kevin Vanlanduit[47%],Luecrita Haraughty[49%],M	Yes
102	First Day of Business Support	7 days	12 hrs	Fri 8/18/23	Mon 8/28/23		Vendor Technical lead,Vendor Technical Specialist	Yes
103	**PROJECT CLOSEOUT**	**27 days**	**19 hrs**	**Mon 9/4/23**	**Tue 10/10/23**			**No**
104	Review and ensure web accessibility for Ora	1 day	3 hrs	Mon 9/4/23	Mon 9/4/23		Vendor Technical lead	No

ID	Task Name	Duratio	Work	Start	Finish	Predecessors	Resource Names	Miles
105	Assess project satisfaction	1 day	1 hr	Mon 9/4/23	Mon 9/4/23		Luecrita Haraughty[49%]	No
106	Disburse project resources	1 day	0.5 hrs	Tue 9/5/23	Tue 9/5/23		Luecrita Haraughty[49%]	No
107	Summarize project results and lessons learn	2 days	3 hrs	Mon 9/4/23	Tue 9/5/23		Luecrita Haraughty[49%]	No
108	Archive project reports	1 day	1 hr	Wed 9/6/23	Wed 9/6/23		Luecrita Haraughty[49%]	No
109	Prepare Post Implemenation Evaluation Rep	7 days	9 hrs	Mon 9/18/23	Tue 9/26/23		Luecrita Haraughty[49%]	No
110	Submit PIER to CITO	1 day	0.5 hrs	Tue 10/10/23	Tue 10/10/23		Luecrita Haraughty[49%]	Yes
111	Close out the project records	1 day	1 hr	Tue 10/10/23	Tue 10/10/23		Luecrita Haraughty[49%]	No

State Archivist
State Archives Division
6425 SW 6th Avenue
Topeka KS 66615-1099

Kansas Historical Society

785-272-8681, ext. 272
megan.burton@ks.gov
kshs.org

Patrick Zollner, Executive Director

Laura Kelly, Governor

May 3, 2023

Angela Neria
Chief Information Officer-PSU Information Technology Services
153A Kelce Center
Pittsburg, KS 66762

Dear Ms. Neria,

As part of the approval process for information technology projects over $250,000, the State Archivist is required to evaluate the impact of information technology projects on government records with long-term (10+ year) retention requirements. If the project impacts long-term records, the State Archivist must ensure that appropriate provisions have been made for these records in the high-level and detailed project plans, in the system design, and for their ingestion, if prudent and feasible, into the Kansas Enterprise Electronic Preservation (KEEP) system. An Electronic Records Retention Statement and approval letter from the State Archivist must accompany high level and detailed project plans submitted to you in your role as the Executive Branch Chief Information Technology Officer.

In compliance with this process, Luecrita Haraughty, project coordinator, recently sent to me for review an Electronic Records Retention Statement for the Pittsburg State University phone system upgrade project detail-level plan. From my review of the project plan materials, it appears that this is an infrastructure-only project that does not impact long-term records.

The Electronic Records Retention Statement for the phone system upgrade project plan is approved. A copy of this approval letter should be included when submitting the project plan to the Executive Branch CITO for approval.

Sincerely,

Megan Burton

Megan Burton
State Archivist

Cc: Cole Robison, Director of IT Accessibility, OITS
Luecrita Haraughty, Pittsburg State University Office of Information Services

Executive Branch Information Technology
Office of Information Technology Services
2800 SW Topeka Blvd., Building 100
Topeka, KS 66611

Kansas
Office of Information Technology Services

Phone: (785) 296-3463
Fax: (785) 296-1168
oits.info@ks.gov

Jeff Maxon, Interim Chief Information Technology Officer

Laura Kelly, Governor

May 5, 2023

Angela Neria, Chief Information Officer
Pittsburg State University
1701 S Broadway St.
Pittsburg, KS 66762-7554

Dear Ms. Neria:

As part of the approval process for information technology projects over $250,000, a statement indicating compliance with State Information Technology Executive Council (ITEC) Policy 1210 *Information and Communication Technology Accessibility Standards* must be filed with the Branch Chief Information Technology Officer and approved by the Director of Information Technology (IT) Accessibility. I recently received from Luecrita Haraughty an Accessibility Statement for the Pittsburg State University Phone System Upgrade Project (PSU Phone System Upgrade) for review in compliance with this process.

This statement, and the accompanying Accessibility Conformance Reports (ACR), affirm that the project will comply with the requirements of ITEC Policy 1210. Verification of overall compliance, and any necessary remediation, for the project will occur according to WBS task 104.

The Accessibility Statement for the PSU Phone System Upgrade detailed plan is approved. A copy of this letter should be included with the submittal of the PSU Phone System Upgrade detailed plan for Branch CITO approval.

Sincerely,

DocuSigned by:
Cole D. Robison
B7372BF57AD54B7...

Cole D. Robison
Director of IT Accessibility

cc: Anthony Fadale, State Americans with Disabilities Act Coordinator
Luecrita Haraughty, PSU
Sara Spinks, Director, Kansas Information Technology Office

ARCHITECTURE STATEMENT

The Pittsburg State University Phone System Upgrade Project (PSU Phone System Upgrade) intends to comply with the Kansas Statewide Technical Architecture (KITA) version 12.0 dated July 2011.

Security Statement

Pittsburg State University, in the Pittsburg State University Phone System Upgrade project, has reviewed the Information Technology Executive Council's (ITEC) Policies 7230, 9500, and 7300. Following is our approach to compliance.

Regarding the above policies (7300, 7230, and 9500), all are being addressed at Pittsburg State University. We are continually working to evaluate, assess and improve our security and will comply with each policy.

ACCESSIBILITY STATEMENT

The Pittsburg State University Phone Upgrade Project (PSU Phone System Upgrade Project) intends to comply with the accessibility requirements outlined in ITEC Policy 1210.

The link provided is everything in R11 that Avaya supports from a VPAT Level, 1194.23 VPAT (avaya.com).

At the close of the project PSU will review and ensure accessibility per Task 104 on the WBS.

Electronic Record Retention Statement

1. For each business function supported by the proposed system, what paper records are being replaced and which will continue to exist in both paper and electronic form.
   No papers records will be replaced. The new system will continue to maintain records in an electronic format as PSU has been for several years.

2. What new business functions will be implemented?
   No new business functions will be implemented.

3. For each business function identified in 1. and 2. above, what are the legal, regulatory or operational reasons for performing it?
   N/A

4. What legal, regulatory or operational requirements, including State Records Board approved retention schedules, exist for keeping records related to each business function?
   N/A

5. Will any of the data necessary to document the business functions either be maintained in another system within the state entity or in a system outside the state entity? If so please specify.
   N/A

6. What are the legal, regulatory or operational requirements to providing public access to the records?
   N/A

7. What are the legal, regulatory or operational requirements for controlling access to the records in order to ensure confidentially?
   N/A

8. Identify all records with retention periods of ten or more years that will be affected by the project or indicate that the project has no such records involved.
   N/A

9. Estimate of the three year total cost of addressing records identified in No. 8 above and included on the DA519, Item #8.
   N/A

Risk Identification Summary
(Top Five Risks)

A description of project risks, the probability of the risk occurring, the impact of the risk on the project, and the suggested mitigation activities.

Last Risk Assessment Date: 4.17.23 Prepared by: Luecrita Haraughty

Category	*Prob*	*Imp*	*Risk*	*Mitigation Approaches*
Strategic	**Low**	**High**	**Vendor(s) failure to delivery specified services or products.**	**Ensure the contract includes required services quality.**
	Med	**Med**	**Data mapping from legacy system to new system could create delays due to consensus on level of historical data needed.**	**The mapping process will be built into project task details. Regular meeting will be held with team to determine all data details.**
Organizational	**Low**	**Low**	**Departmental equipment choice changes from when contract is signed.**	**Departments could change their mind about a soft client and a digital phone. If more digital phones become required, this could delay complete implementation. PSU will ensure selections prior to equipment order and if additional are needed we will set priority on campus of fulfillment. In the interim departments will continue to have soft client use.**
Project Management	**Low**	**High**	**Deployment of the soft client license to campus could be challenge with coordination of telecom team and campus techs to ensure all individuals are licensed, loaded, and ready for use. This will need to highly organized, so no one is without service for any extended time.**	**Project management will work with all team members to plan the deployment and schedule. We will track and have daily reporting on who has been licensed. Project management will also look to make the change during a "down" time for campus.**
Schedule	**Med**	**Med**	**Another potential campus project has some effect on the phone upgrade project and should that project delay, it could push back completion.**	**PSU ITS will be involved in both project and have oversight to accommodate for any delays and take appropriate action for the Phone Upgrade project.**

Legend

Risk Identification Summary
(Top Five Risks)

Prob = Probability of Occurrence
Imp = Impact

RISK ASSESSMENT MODEL
Detailed Plan - Summary Report
Ver. 1.0

Agency Name: Pittsburg State University

Project Name: Pittsburg State University Phone System Upgrade Project

1. Introduction

The Risk Assessment Model measures risk in distinct areas. Below are the average scores based on the results from the questionnaire. Each area indicates the measured risk on a scale from 1 to 9, with 9 being the highest risk. Scores lower than 2.0 are considered "Low Risk", scores higher than 2.0 are "Medium Risk" and scores higher than 3.0 are considered "High Risk".

2. Summary

Score	Risk Level	Risk Area
1.6	LOW	Strategic Risk
1.7	LOW	Financial Risk
1.5	LOW	Project Management Risk
1.3	LOW	Technology Risk
2.8	MEDIUM	Change Management / Operational Risk

Note: If you get "#VALUE!" as a result in any of the "Score" or "Risk Level" fields, you have unanswered questions. Go back and check your answers.

3. Signature

I have reviewed the results of the Risk Assessment Model. The results are indicators only and do not represent all the risks of the project. ITEC will use the results as the basis of discussion, and will not rely solely on the output.

Luecrita Haraughty

Project Director

RISK ASSESSMENT - Summary Report

Detailed Plan - List of Comments

(Expand Row Height to Show all Text)

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