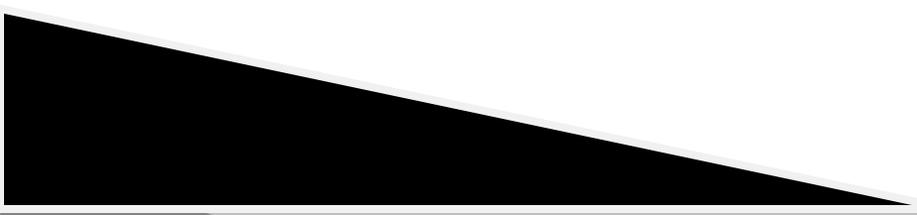


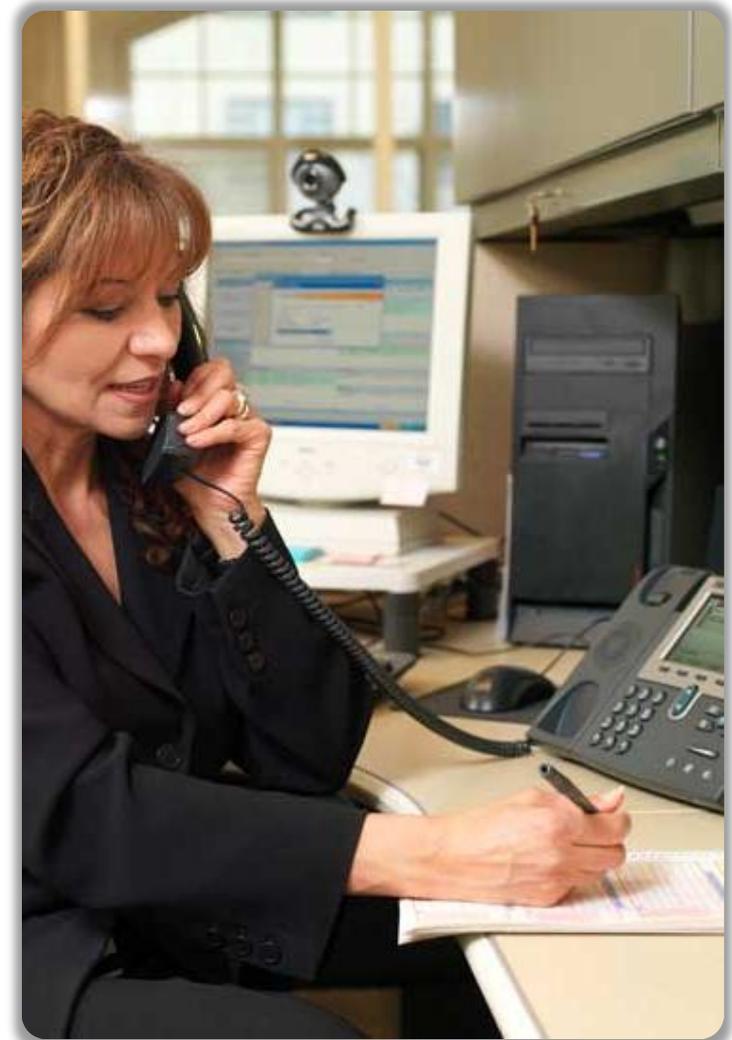


State of Ohio  
Next Generation Telephony Solution

Site Readiness



- Site Readiness and Requirements
- Agency Information
- Agency Operational Overview
- Site Readiness and Prerequisites
- Infrastructure Requirements
- Problems
- Considerations and Questions
- Process
- Limitations and Special Assistance
- Questions/References



# Site Readiness and Business Requirements

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As part of the IT Managed Services, CBTS uses standard criteria to evaluate and review the *Business Requirements Document (BRD)* and *Technical Assessment Workbook (TAW)* to determine **Site Readiness**.

This inventory and analysis of physical and operational business environment allows CBTS to make recommendations for the agency to satisfy the basic pre-requisites of the VoIP solution for deployment at the local site.

- [Business Requirements Document \(BRD\)](#) - An agency-specific overview that provides basic contact and business information about sites completed by the Telecom Coordinator.
- [Technical Assessment Workbook \(TAW\)](#) - Technical requirements completed by the agency Telecom Coordinator.

# Agency Information

## Physical Delivery Address of Site

<b>Department Office</b>	
<b>Address</b>	
<b>City/State/Zip Code</b>	
<b>Phone</b>	
<b>Fax</b>	
<b>Point of Contact/ Authorization</b>	

## Agency Operational Overview

<b>Question</b>	<b>Number Estimate</b>
How many total telephony <i>endpoints</i> (count every phone, including break areas, and conference rooms) are there Agency-wide?	
What is the total number of agency departments, sections, and sites located throughout the State?	
How many contact centers or call centers are within the agency?	

# Site Readiness and Prerequisites

<b>Business Prerequisites</b>	<b>Mandatory or Highly Recommend (M/R)</b>	<b>Yes/No</b>
1. Can the Agency route a native IP address? (No Network Address Translation)	M	
2. How are IP Phones and equipment acquired? (Lease vs. Buy)	M	
3. Are there Special Training Considerations required? (On Line training is included.)	M	
5. Does the site support users over virtual private network (VPN)? (requires 2 factor authentication)	M	
6. Who places the Phones at the sites? (Agency or CBTS)	M	
7. Are there Specific Security Requirements or Concerns that need to addressed?	M	

# Infrastructure Requirements

Site Prerequisites	Mandatory or Highly Recommend (M/R)	Yes/No
8. Does the site have Class 3 POE Switches?	M	
9. Is Category 5E or Higher Cabling present?	R	
10. Is there a Battery Backup (UPS) in Network Closet?	R	
11. Does the site use Voice VLAN tagging? (802.1Q)	M	
12. Is Multi-cast enabled?	M	
13. Is Quality of Service (QoS) setup and configured based on 802.1p / DSCP?	M	
14. Is there connectivity to Ohio.gov/OARnet?	M	
15. Is there sufficient WAN bandwidth available? (Use supplied bandwidth calculator in the TAW)	M	
16. Are DHCP services and options supported at the Site? (must be coordinated with OIT/UNS)	M	
18. Is SIP trunking required? (Existing VoIP, separate Lync deployment, etc.)	N/A	
19. Is site survivability required?	N/A	
20. Is PSTN connectivity required for Survivability?	N/A	

Some agencies may not have technical expertise on site to complete the *Business Requirements and Technical Assessment Document*.

Site readiness involves:

- Station Review/Planning
- Call Center Planning
- Dial Planning
- Capacity Planning
- Network Readiness
- Site Certification
- Survivability Planning
- Endpoint Selection and Planning
- Consideration for special needs users



# Considerations and Questions

- How much bandwidth does the agency require?
- Given the recommendations of the Site Remediation, what is the best place to start?
- How long will it take?
- What are the responsibilities of the local Helpdesk?
- Can deployment be completed in phases?
- How is training conducted?



To prepare for Site Readiness, the State of Ohio agency provides CBTS with the following:

- Review the *Business Requirements Document (BRD)*.
- Complete a *Technical Assessment Document (TAW)*.
- First, copy three (3) columns; P, AO and AV (phone number, profile type, phone model) into the Telecommunications Service Request (TSR) under Special Instructions – then email the TAW to [AskNGTS@cbts.net](mailto:AskNGTS@cbts.net).
- Approve the *Statement of Work (SOW)* that describes the project plan and milestones that review the project lifecycle steps for the delivery of services. (CBTS provides this document.)

# Limitations and Special Assistance

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Limitations that affect Site Readiness can delay the migration and implementation:

- Multiple known deficiencies in the present environment.
- Migration is delayed until physical modifications align to required Site Readiness.
- Some customers require assistance completing the TAW and the TSR



To request special assistance that is provided by Advocate Consulting Group (ACG) contact Eric Schmidt at [Eric.Schmidt@oit.ohio.gov](mailto:Eric.Schmidt@oit.ohio.gov).

## Questions

Please submit all concerns in writing so we can address them and document the response in the *Frequently Asked Questions*.

Send all questions to [AskNGTS@cbts.net](mailto:AskNGTS@cbts.net).

## References

[State of Ohio NGTS Website](#)