

	TOWN OF OLD SAYBROOK Information Technology	Version: 1.0
	Town Hall Phone Modernization Overview	

Introduction

A project is being undertaken to investigate options for modernizing the telephone equipment supporting the Old Saybrook Town Hall and locally connected buildings (Parks and Recreation and Youth and Family Services).

Background

The current IP phone architecture, provisioned with telephone servers within the Town Hall computer room, has been in place since the building was first occupied in 2004.

For traditional phone systems that have individual phones hard-wired back to phone company facilities 10 years is not a particularly long time; however, for phones connected to local computer servers, such as within Town Hall, ten years does carry some challenges and risks:

- Telephone Server Hardware - Cisco terminated technical support for the current OSTH MCS7186-14 telephone servers in December 2012.
- Telephone Server Software – Cisco terminated software maintenance for the current OSTH telephone server software in June 2013.
- A number of years back the existing maintenance contract through AT&T was allowed to lapse, resulting in no contracted on-call maintenance support for the telephone system.

This generates a potential risk:

- In the event of catastrophic hardware failure or an environmental issue (fire, flood, etc.) similar hardware could only be purchased from used equipment marketplaces.
- The software currently in use within Old Saybrook Town Hall would not be available from Cisco.
- Existing backups of the overall telephone configuration may not load correctly on the newer generation of Cisco hardware and software.

Modernization

Any alternative telephone implementation would need to support, at a minimum, all features and functions utilized in the current phone configuration; plus additional features such as emergency paging services, internal intercom, call forwarding to external numbers and other TBD services.

Other potential benefits are highly desirable, such as infrastructure to enhance the Town's business continuity and disaster recovery preparedness:

- Emergency failover of local Town Hall phone numbers to registered municipal or personal cell phones in the event physical Town Hall offices become unavailable.
- Implementation via redundant external (cloud based) servers across multiple geographical locations could protect against regional datacenter outages.
- In an evacuation scenario the physical phones (along with their Town Hall telephone numbers) could be moved to any location which has internet connectivity; providing the opportunity to rapidly provide Town Hall connectivity at an alternate location.

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Costs/Budget Impact

Currently Town Hall has a number of expenses associated with telephone and internet connectivity services which might be transitioned to a modernized implementation:

- Cost of current AT&T PRI (phone data circuit)
- Cost of individual phone number registrations
- Cost of individual long distance calls
- Cost of AT&T low speed internet connectivity
- Cost of broadband internet connectivity (Comcast)
- Cost of reestablishing ongoing maintenance support with contractual service level targets for the current telephone which would be required in the absence of modernization.

Any potential transition to externally hosted solutions will be analyzed in the context of long term savings as compared with the costs to implement a replacement on-premises system. The analysis will factor in the risks associated with using and maintaining an outdated system.