Next Generation Services are Available!

Is your Agencies Network Ready?

Network Simplicity?

Networks are more powerful and robust than ever before. Gone are the times of simply transmitting a data packet and calling it a day. Information must be classified, taken into account for time sensitivity and have end to end security.

All of this starts with a *solid infrastructure!*

Next Generation (NG) CCTS:

DIR has committed a substantial investment upgrading its core CCTS communications infrastructure equipment in preparation of providing the most technically advanced Voice and Video services for the agencies that it serves. As agencies adopt the new DIR CCTS Platform it is critical to insure that agency's network infrastructure and equipment are technically sound and compatible with industry standards insuring a great customer experience.

On the Horizon:

Your agencies network plays a critical role in the quest to control costs and become more operationally efficient. In order to take advantage of some of the capabilities like those mentioned below, your agencies network needs to be ready for voice and video.

Mobility: Provides agencies with flexibility and increases employee productivity (*Increase employee productivity*)

Video – Reduces the need for travel to onsite meetings, and increase collaboration between teams. (*Save on travel expenses*)

Teleworker Capability – Accommodates agencies that want to reduce office space, retain employees and allow for the at-home-agent (*Save on office space*)

A Great Opportunity!

Now is the opportune time to assess your network and make preparations for the latest in Voice and Video! As the DIR has many agencies to transition to NG CCTS.

Evaluation Objective:

In preparation for the new NG CCTS communication infrastructure for the Capitol Complex, each individual CCTS agency will need to conduct a network readiness evaluation. This evaluation will be used to insure your agencies network infrastructure is capable of providing the network stability, reliability and performance needed for supporting the Voice and Video technologies of NG CCTS. Specific areas of interest include:

- Insure all cabling requirements are Category 5 or better to insure Voice and Video quality
- LAN and WAN connectivity from the local desktop all the way through the Platform DMARC
- Layer 1, 2 and 3 interrogation to insure continuity of integration of Data and Voice Networks.

-Over 90 plus agency offices and 50 physical buildings across the state will go through this assessment-

Assistance if needed:

DIR can collaborate with the agencies networking vendor, to assist in conducting the network evaluation. This evaluation will focus on the agency's ability to allow for the implementation and configuration of Voice and Video as it pertains to DIR's new NG CCTS communication infrastructure which is VoIP based. DIR can also provide the specific documented network readiness requirements for those agencies that would like to conduct their own evaluations.

Layer 1 Analysis:

- Insure that all cabling requirements are Category 5 or better to insure Voice and Video quality
- Insure that no cable run is out of specifications for distance.
- Insure that CAT 5 cable is used at every data/IP phone location.

Layer 2 Analysis:

- Insure Layer 2 switch is capable of COS Marking
- Insure Layer 2 switch is POE (or review alternative solutions for powering endpoints)

Layer 3 Analysis:

- Establish that a layer 3 switch with routing and VRF capable IOS is in place.
- Insure that proper codes, memory and pvdm/dsp's have been acquired
- Insure the proper QOS Strategy is in place
- Insure router is properly equipped and that there are no inconsistent routing issues

Agencies will own these assessments, as well as the list of remediation actions, that will allow for a successful migration to NG CCTS. The results of an evaluation will be documented and provided to each agency. Costs associated with network evaluations and remediation efforts are the agencies responsibility.

Agency Action:

Please contact DIR today to understand the requirements for your network and/or ask DIR for assistance in conducting your agencies network evaluation. Your new phones are coming and your network is priority 1 for an agency migration to NG CCTS.

CONTACT: ngccts@dir.texas.gov for more information

The 1st step to a successful migration to NG CCTS is a thorough evaluation of Layers 1, 2 and 3 of your LAN network. The below table is meant to provide a sample of the type data that will need to be captured during a network evaluation. Please start the process with your IT department to understand the following information against each building where you have CCTS connectivity today.

	Bldg 1	Bldg 2	Bldg 3	Bldg 4	Bldg 5	Bldg 6
BUILDING AND CABLING INFO						
Building address						
Number of floors						
MDF locations						
IDF locations						
Ethernet cable home runs to IDF or MDF?						
Analog cable home runs to IDF or MDF?						
LAN AND SWITCH INFO						
Qty of PoE switches/port counts are:						
Qty of non-PoE switches/port counts are:						
Is PoE the preferred method to power endpoint?						
Does a high-level LAN topology overview exist?						
Number of VLAN's						
VLAN names?						
VLAN numbers?						
VLAN subnet IP addresses?						
Qty of VLANS being used for voice/video today						
What type (brand/model) ISR router is used?						
WIRELESS LAN INFO						
Number of wireless AP or LWAP in each IDF/MDF						
Type of radio; A/B/G/N, ETC…						
Is there a recent wireless site survey available?						
Qty of devices using each AP or LWAP						
ENDPOINT AND PHONE INFO						
Number of VoIP endpoints						
Number of video endpoints						
Number of wireless endpoints						
Number of analog phones (include fax)						
Number of simultaneous calls desired						
Number of mobile clients (Jabber) desired						

Your agency may have a recent voice and video network evaluation, if so this could accelerate the process. If not, you may consult with a DIR qualified partner (see list below) that can not only conduct a network evaluation, but as well implement any needed remediation steps to ensure that your network meets the requirements to support voice and video.

Vendor Name	Contract No.
Insight Public Sector, Inc.	DIR-SDD-2179
Black Box Network Services, Inc. – Government Solutions	DIR-SDD-2243
Nexus IS, Inc.	DIR-SDD-2195
Presidio Networked Solutions Group, LLC	DIR-SDD-2241
AT & T Corp	DIR-SDD-2258
CenturyLink Communications Company, LLC	DIR-SDD-2253
Continuant, Inc. dba Continuant Texas, Inc.	DIR-SDD-2254
Verizon Business Network Services Inc.	DIR-TSO-2524