

ENTERPRISE IT SERVICES OVERVIEW (OCIO)

MARCH 30, 2018

AGENDA

Network

- *Tom Nordberg*

Security

- *Bryton Blunck*

Telecommunications

- *Cheryl Dearborn*

Hosting

- *Abe Thietten*

Security

- Palo Alto 5260s
- Threat Prevention
- Threat Forensics
- Site-to-Site VPNs
- Remote Access VPNs
- SSL Decryption
- Directory Integration
- TRAPS
- Vulnerability Scanning

Enterprise Call Manager and SIP Services

- High availability services including dual voice gateway routers and Session Managers as well as for the carrier SIP and PRI facilities
- Redundant Call Manager, Unity Connection voicemail and CER E911 servers
- Redundant High availability for Contact Center Express and Jabber application servers pending
- Currently supporting 50+ State agencies, commissions and boards with offices from Coeur D'Alene to Boise
- New contract for SIP trunk awarded and installation is pending
- SIP integration with IDFG and Labor completed and integration with ITD pending with full integration planned for late in FY19

Coming Soon...

- Video transversal hardware infrastructure upgrade and virtualization
- Voice and video infrastructure integration
- Replacing old video bridging hardware – interoperability enhancements

Hosted Services

- Public Website Hosting
- Web Statistics and Reporting
- Intranet Website Hosting
- SharePoint Intranet and Internet Hosting
- Database Hosting Microsoft SQL Server and MySQL
- Digicert *.idaho.gov wild card SSL certificate