



BOARD OF SUPERVISORS  
AGENDA LETTER

Agenda Number:

Clerk of the Board of Supervisors  
105 E. Anapamu Street, Suite 407  
Santa Barbara, CA 93101  
(805) 568-2240

Department Name: General Services  
Department No.: 063  
For Agenda Of: August 2, 2011  
Placement: Administrative  
Estimated Tme:  
Continued Item: No  
If Yes, date from:  
Vote Required: Majority

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**TO:** Board of Supervisors

**FROM:** Department Bob Nisbet, Director  
Director(s) General Services Department (560-1011)  
Contact Info: Jennifer Slayman, Assistant Director (568-2606)  
Information Technology Division

**Subject:** **Telecommunications Technical Plan Professional Service Agreement with Gartner, Inc.**

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**County Counsel Concurrence**

As to form: Yes

**Auditor-Controller Concurrence**

As to form: Yes

**Other Concurrence: Risk Management**

As to form: Yes

**Recommended Actions:**

That the Board of Supervisors:

Approve and authorize the Chair to execute a Professional Services Contract with Gartner Inc. for Telecommunications Consultant Services for the period of July 12, 2011 through June 30, 2012 in an amount not to exceed \$145,000.

**Summary Text:**

The County's phone system is nearing end of life and a plan for replacing it with current technologies needs to be developed. The County of Santa Barbra is considering the upgrade or replacement of the NEC telecommunications infrastructure. Gartner Consulting will be engaged to develop a Countywide Telecommunications Roadmap to transition to Voice over Internet Protocol (VoIP). The technical strategy will be based on analyzing all elements of Unified Communications and Collaborations (UCC), of which the following technologies are key components: Voice Services, Wired Physical Infrastructure, Local Area Networks, Wide Area Networks and Wireless Services. All aspects of UCC will be considered in the strategy including Conferencing, Presence Directory infrastructure, and Collaborations infrastructure.

**Background:**

The County's Information Technology Division of the General Services Department currently manages Network, Telecommunications, Infrastructure and Security Services. The voice network consists of NEC Private Branch Exchanges (PBX) with approximately 6,200 voice connections countywide. The NEC PBX's were last upgraded in 2005. The current systems are End of Life (EOL) using Time Division Multiplexing (TDM) technology. The industry has shifted to (VoIP) as the principle offering.

The County's data network has approximately 6,000 network connections. The primary provider of data switches and routers is Cisco. The existing County Data Communications Network was engineered in 2001. As technology has progressed, the County has become more dependent on network connectivity for daily critical business functions, requiring the network to be functioning 24/7/365 with a minimum of outages.

A Strategic Plan - Roadmap is needed to ensure a lower cost of communications and to maximize value by increasing the capabilities of each of the networks to provide all types of communications. Gartner Consulting will develop a strategic plan for UCC that includes an assessment of the data network infrastructure and wireless services to determine the ability to act as a replacement and/or supplement to the voice communications infrastructure (PBX's) with VoIP on the data network, wireless network, cellular network or computing network. This approach will result in the development of recommendations that enable convergence between voice, data and computing platforms to provide unified communication over all infrastructures.

Working collaboratively with departments, Gartner will:

1. Help create the County's vision of UC and a common understanding of the next generation of telecommunications network technologies.
2. Document business needs and requirements. A consensus on the standards and technologies that should be selected for long term UC strategies will be established.
3. Define the goals and challenges, assess the capability of the current infrastructure and identify the top alternatives and the associated cost/benefit for these alternatives.

**Performance Measure:**

#20 - TELEPHONE SERVICE REPAIR CALLS (Performance Measure - Resolve Telephone Service Repair Calls within 1 business day).

#21 - MOVES, ADDS, CHANGES (Performance Measure - Complete Telephone Move, Add, and Change requests by the agreed upon due date).

**Fiscal and Facilities Impacts:**

Budgeted: Yes

**Fiscal Analysis:**

<u>Funding Sources</u>	<u>Current FY Cost:</u>	<u>Annualized</u> <u>On-going Cost:</u>	<u>Total One-Time</u> <u>Project Cost</u>
General Fund			
State			
Federal			
Fees			
Other:	\$ 145,000.00	\$ -	\$ 145,000.00
Total	\$ 145,000.00	\$ -	\$ 145,000.00

Narrative: Funding for these items comes from the Information Technology /Communications Division Internal Service Fund depreciation account that has been accrued over the last five years. There are no additional General Fund costs.

**Staffing Impacts:**

**Legal Positions:**  
0

**FTEs:**  
0

**Special Instructions:**

Information Technology Division requests a copy of stamped original Board Letter and the Stamped Minute Order to be returned to Information Technology Division

**Attachments:**

Contract with Gartner Communications

**Authored by:**

Carl Thornton, Communications Manager, Information Technology Division

**CC:**

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