




Oregon

Kate Brown, Governor

Department of Administrative Services

Chief Information Office
155 Cottage St NE, 4th Floor
Salem, OR 97301
PHONE: 503-378-3175
FAX: 503-378-3795

MEMORANDUM

To: All Agency Directors
From: Alex Pettit, Ph.D. 
Date: March 23, 2018
Subject: Update on Project MUSIC

On March 12, 2018 IBM submitted their final root cause analysis (RCA) and mitigation plan to address the issues outlined in our "notice of default." Our Office has accepted the RCA and has preliminarily accepted their mitigation plan. Several technical changes have been executed or will be addressed to improve the resilience and reliability of the solution. Additionally, IBM has shared their plan to conduct a readiness review of the incident, the problem change process, and the core telephony solution itself. We have brought in Gartner, Inc. to review the documentation, provide recommendations and observations, and to assist us in developing and executing a comprehensive test of the solution.

The test will enable us to determine whether the changes have addressed multiple scenarios where telephony services could otherwise be impacted. Since my last update two weeks ago, we have experienced no phone outages. We anticipate that the testing will be non-invasive (we do not expect any interruption in services), and our Office will notify the IT community of when these tests will be performed once they have been scheduled.

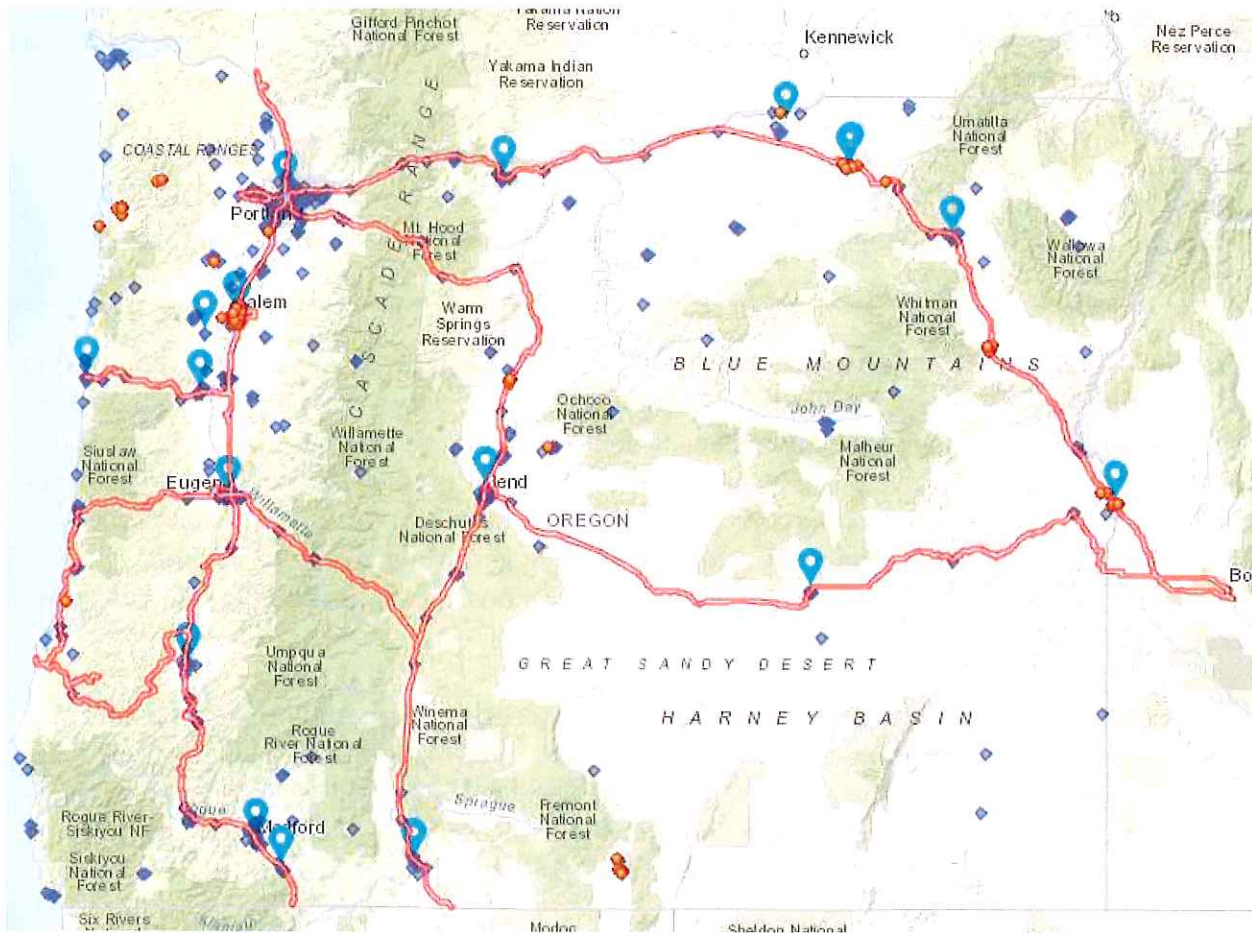
With respect to IBM's proposal to migrate off-net phones, we have determined that it is more economical for the state to address these as regular Move/Add/Change/Delete (MACD) rate card items than it is to invest in a modified solution for these locations. Consequently, we have informed IBM that we will not seek a separate proposal for these locations. Instead we will engage with agencies who have off-net phones to determine when these locations will be put on the new core network, and work with them to plan the conversion of their current system to the Unify solution (if desired). If an agency determines that their current off-net system is too fragile and requires immediate attention, there are other providers available on state contract who can deliver a solution to them. For those who are able to wait, we do not expect to have any additional charges associated with the MACD process beyond those listed on the rate card.

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Lastly, a map of the statewide fiber network is pictured below with the off-net locations denoted as orange circles. As can be seen, many state facilities are within close proximity to this fiber. It is our expectation that these sites will be connected first.

Thank you for your patience. If you or your teams have any questions, please feel free to contact me directly.



Legend

OffNetPhones



Fiber_Routes_1mi_Broadband



Circuits



POPs



Region	Total # of network circuits	# of locations with Off-Net Phones
North/South Regions	322	270
Willamette Valley	135	125
Portland Metro	101	70
Southern	86	75
Coast Regions	74	29
Central Coast	26	11
North Coast	22	18
Southern Coast	26	0
East/West Regions	143	96
Central	47	31
Mt. Hood/Gorge	22	0
Northeast A&B	60	51
Southeastern	14	14
TOTALS	539	395