2018 NGTS Change/ Maintenance Calendar
State of Ohio

Quarter 1

- Ad Hoc Conference Feature Change
  - Business Need: Modify option on disconnect conferencing functionality
  - User Impact: None
  - Change Window: Q1 1/2/18 and rolled back on 1/24/18 – Completed

- VOSS-4-UC Upgrade
  - Business Need: Modify option on disconnect conferencing functionality
  - User Impact: Migration to VOSSUC Version17.6, only self-service admin tool unavailable
  - Change Window: Q1 1/5/18 – 1/7/18 – Completed

- Contact Center Xpress Upgrades
  - Business Need: Upgrading to help support Windows 10 and Finesse
  - User Impact: Migration to new CAD/SAD and Finesse Versions
  - Change Window: Q1 – 1/16/18 – 1/28/18, Prep 1
   2/9/18 – 2/11/18, Prep 2
   2/23/18 – 2/25/18, Upgrade – Completed

- Firewall/ Session Border Controller Cleanup
  - Business Need: Cleanup unused firewall rules from NGTS Cisco ASA Firewalls
  - User Impact: None
  - Change Window: Q1 1/29/18 – Completed

- Network Address Translation
  - Business Need: Redirect all TFTP traffic coming in to our environment and redirect them to the proxy TFTP
  - User Impact: None
  - Change Window: Q1 2/12/18 – Completed

- Cisco Firewalls Emergency Patch
  - Business Need: Patching Cisco Firewalls on NGTS Solution due to a Cisco security advisory on a VPN vulnerability
  - User Impact: None
  - Change Window: Q1 2/6/18 – 2/7/18 – Completed

Freeze Windows for State of Ohio
Tax Window April 17 – (window April 9 through April 25)
Election May 8 – (window May 6 through May 10)
Enable CPU Load Threshold on ACME SBC’s
- Business Need: Enabling an option on SBC SIP interfaces to set a threshold limit of 90%
- User Impact: None
- Change Window: Q1 3/13/18 – Completed

Polycom RMX Bridges software update
- Business Need: Updating the four Polycom RMX video bridges
- User Impact: None
- Change Window: Q1 3/21/18 – Completed

Quarter 2
- CUCM3 CSS Change
  - Business Need: A rerouting calling search space is added to the cluster 3 trunks to the Session Manager in order to allow for direct CTI transfers
  - User Impact: None
  - Change Window: Q2 4/11/18 and rolled back on 4/13/18 – Completed

- CXN1 Replication Database Repair Change
  - Business Need: Repair the replication database on the Cisco Unity Connection system to resolve voicemail password resets due to a Cisco bug
  - User Impact: None
  - Change Window: Q2 4/11/18

- Cisco IP Phone 8945 Firmware Upgrade
  - Business Need: Upgrading all Cisco 8945 phones firmware to correct an issue with slow re-registration
  - User Impact: All customers with 8945’s
  - Change Window: Q2 – 5/5/18, Cluster 1 – Complete
  - 5/30/18, Cluster 2 and 3 – Pending CAB approval

- Polycom DMA software update
  - Business Need: Updating the two Polycom DMA’s
  - User Impact: None
  - Change Window: Q2 5/30/18 – Pending CAB approval

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Revised July 2018
Quarter 3

- **Cisco 6926UP Firmware Upgrades**
  - Business Need: Eliminate bugs and improve security
  - User Impact: All NGTS platform; minimal impact risk
  - Change Window: Q3 7/14/18 – Pending CAB approval

- **10Gig Cable Move**
  - Business Need: Improve network resiliency and redundancy
  - User Impact: All NGTS platform; minimal impact risk
  - Change Window: Q3 7/28/18 – Pending CAB approval

- **Contact Center Enterprise Cubes Reboot/Upgrade**
  - Business Need: Eliminate bugs and improve security
  - User Impact: None
  - Change Window: Q3 8/1/18 – Pending CAB approval

- **Nexus 5548 Switches OS Upgrades**
  - Business Need: Eliminate bugs and improve security
  - User Impact: All NGTS platform; minimal impact risk
  - Change Window: Q3 8/4/18 – Pending CAB approval

Quarter 4

- **Yearly Penetration Testing**
  - Business Need: Yearly commitment for testing
  - User Impact: None
  - Change Window: Q4, Date: TBD

- **Annual Disaster Recovery (FMEA) Testing**
  - Business Need: Yearly commitment for FMEA testing
  - User Impact: None
  - Change Window: Q4, Date: TBD

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Election May 8 – (window May 6 through May 10)