



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 VOSS4UC Version 17.6, 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 – 1/26/18 – 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)

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- **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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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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