Project Startup Report

Submitted to Project Oversight on 04/02/2024

GENERAL INFORMATION

Project Name: Contact Center as a Service

Agency Name: North Dakota Information Technology

Project Sponsor: Brent Aberle

Project Manager: Daryl Andes

PROJECT DESCRIPTION

This project will implement a Contact Center as a Service solution for North Dakota Information Technology and customer agencies. Via the State's Request for Proposal process, North Dakota Information Technology contracted with Connex Services US Inc. to provide a Contact Center as a Service product, Genesys. This project will convert existing contact center data and designs from the legacy Anywhere365 system to new Genesys Contact Center as a Service system in a linear series of release-based implementations comprised of targeted agency contact centers. The project is driven by the immediate need to remediate critical issues caused by the legacy Anywhere365 contact center implementation and support thereof.

BUSINESS NEEDS AND PROBLEMS

1. Internal staff cannot efficiently and effectively apply fixes, provision product, or extend technical capabilities with existing *Contact Center as a Service* solution. As such, the transition from a call center solution to an omnichannel contact center solution is constrained and limits services provided to agencies.
2. Agency contact centers cannot reliably deliver services to citizens and stakeholders with the current solution due to unplanned outages, service disruptions, delayed service delivery, and broken product features.
3. Agency contact centers cannot meet potential state and federal requirements to record calls and other services.

PROJECT BASELINES

Project Start Date	Baseline End Date	Baseline Budget	Funding Source
Mon 5/1/23	Tue 1/28/25	$1,449,129.00	Special (NDIT Budget Appropriation – 68th Legislative Assembly)

Notes:

OBJECTIVES

Business Objective	Measurement Description
Decrease North Dakota Information Technology staff time to provision, maintain, and provide operational support by 50%.	At project execution start, NDIT staff will be surveyed to determine the amount of time spent provisioning new contact centers and supporting legacy Anywhere365 product. Six months after the final contact center implementation, NDIT staff will be surveyed to determine the amount of time spent to maintain and provide operational support to the new solution. The survey results will be compared against the baselined initial survey results.
Decrease overall product error and bug related incidents by 75%.	At project execution start, a quantitative assessment will be performed on the Anywhere365 product related incidents within the 2022 calendar year and the results will be baselined. Six months post execution finish, a quantitative assessment will be performed to compare the new solution's product incidents month since execution finish with the baselined initial assessment results.
Decrease the overall yearly amount of unplanned product outages to 1-2 times.	At project execution start, a quantitative assessment will be performed on the Anywhere365 unplanned outages within the 2022 calendar year and the results will be baselined. Six months post execution finish, a quantitative assessment will be performed to compare the new solution's unplanned outages month since execution finish with the baselined initial assessment results.
Increase customer agencies' overall satisfaction with the contact center solution.	At project execution start, agency contact center leads will be surveyed to determine the overall satisfaction with the legacy solution. The survey results will be baselined. Six months post execution finish, agency contact center leads will be surveyed to determine the overall satisfaction with legacy solution since execution finish. The survey results will be compared against the baselined initial survey results.

KEY CONSTRAINTS AND/OR RISKS

Risk

- Anywhere365 Licensing Expiration - An organization cost risk that will trigger if the Contact Center as a Service project does not implement a new solution for each targeted contact center before November 29th, 2024. The legacy contact center solution, Anywhere365, must continue to meet operational enterprise service demands until replacements and decommission efforts complete.
- New Contact Center Requests – Risk triggers when a customer agency requests a new call center during project planning and execution phases.