

Leilani Emnace

From: Leilani Emnace
Sent: Thursday, June 12, 2014 7:03 PM
To: List – Telco Dept Rep
Cc: List - Department Heads; List - IS
Subject: Telephone System Replacement - Your Assistance Requested
Importance: High

Your assistance is requested. The City of Manhattan Beach has selected departmental representatives to assist in the Information Systems Master Plan project to replace the telephone system. Staff will act as a liaison between the department / division users and Information Systems, which includes independent telecommunications consultant, Communications Strategies (Com-Strat) to assist in identifying communications, telephone and voicemail requirements.

Staff will review telecom needs within your department and / or division AND complete the form attached. Departments, divisions, and staff groups with advanced requirements (call center, call recording, unique call handling, etc.) will be asked to discuss applications and issues that are unique to their areas of responsibility. These meetings will take place on Tuesday June 24th in the Fire Administration Conference Room as depicted in the table below:

Time	Line of Business / Functional Group
9:00AM	City Manager's Office Department Heads
10:00AM	(Contact centers) Public Works Utilities Facilities Revenue Services
11:00AM	Executive Secretaries Administrative Assistants
1:00PM	(Permit and inspections) Community Development Fire
1:30PM	Parks and Recreation
2:00PM	Police Fire EOC

Your time is appreciated and your opinions are valued. Feel free to call me with any questions. Information Systems looks forward to working with you in the phone system replacement project.

Leilani Emnace
Information Systems Manager
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Telecommunications Needs Analysis for System Replacement

The City of Manhattan Beach is selecting departmental representatives to assist in the project to replace the telephone system. The representative will act as a liaison between the departmental users and the Information Systems team, which includes independent telecommunications consultants. For most departments this may involve spending some brief time internally reviewing telecom needs within the department and a 30 to 45 minute meeting with I.S. staff and the consultants. Departments with advanced requirements (call center, call recording, unique call handling, etc.) will be asked to discuss applications and issues that are unique their areas of responsibility. The type of information we are looking for include the questions below:

Name: [Click here to enter text.](#) Dept.: [Choose an item.](#) Date: [Click here to enter a date.](#)

Quantity of telephones in Department:

Executive: [Click here to enter text.](#) Assistant: [Click here to enter text.](#) Staff: [Click here to enter text.](#)
Conference: [Click here to enter text.](#) Other: [Click here to enter text.](#)

1. Briefly describe the functionality and mission of your department or division:

[Click here to enter text.](#)

2. What are the basic features of your existing telephone system that you find most useful?

[Click here to enter text.](#)

3. Are any of the functions of the present phone system unwieldy, or difficult to use?

[Click here to enter text.](#)

4. In the course of conducting your work, is there any additional telephone or voice mail functionality you need? Describe:

[Click here to enter text.](#)

5. Additional comments:

[Click here to enter text.](#)