

The Wire

Spring 2011

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Region 8 Network Services

blogs.gsa.gov/blogs/r8nsblog.nsf
www.gsa.gov/r8ns
r8ns@gsa.gov

Welcome to the Spring 2011 Edition of the GSA Region 8 Network Services Newsletter!

Since our last newsletter, significant progress has been made on some of our most exciting projects, such as the national telepresence project and the Byron Rogers FOB renovation, both of which are covered in this issue. Additionally, GSA Network Services, along with several other GSA business lines, is making a big push into the mobile workforce arena. We recognize that mobility, sustainability and reduction of carbon emissions are more important than ever to our customer agencies, and we are here to help.

Voice over IP (VoIP) is still a hot topic, and we are pleased to announce that we are now able to offer a complete on-premise ShoreTel VoIP and Unified Communications solution!

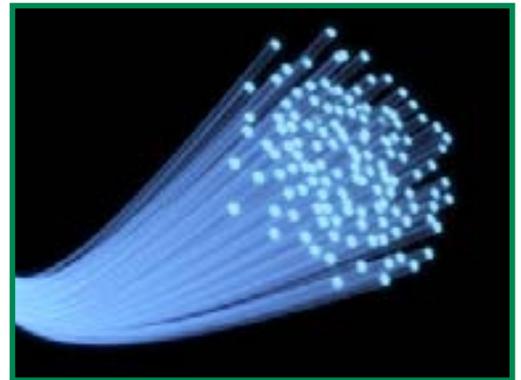
Finally, as part of a continuing effort to align the capabilities of our team with the needs of our customers, we have brought some new people on board and are now even better equipped to handle any of your telecommunications and IT needs, including wiring, assisted acquisitions, and audio/visual requirements, to name a few.

Read on for further details on all of these matters and more, and please contact me directly if there is anything you would like to see in future newsletters. We appreciate your feedback and, of course, your business. Enjoy the beautiful Spring weather and we hope to speak with you soon!

Kieran Hussey
GSA Network Services

DANE

GSA Network Services has completed the technical market research phase of the DFC Area Network Environment fiber infrastructure project (DANE). As mentioned in previous editions of the newsletter, this project will eventually outfit the Denver Federal Center with an up-to-date, sustainable, high-bandwidth network infrastructure. When completed, the new system will be equipped to more easily handle existing network loads, as well as manage the needs of future tenants and applications.



We will be meeting with current and future customers during spring 2011 to go over requirements. If you have any questions, please contact Kerry Boyce at (303) 236-1796 or kerry.boyce@gsa.gov.



Telepresence Update

Along with the other regions and Central Office, GSA Region 8 is implementing a Cisco telepresence room, the services of which will be offered on a fee-for-use basis to its customers. The introduction of this exciting technology is expected to have a substantial impact on travel expenses and thus, the carbon footprint of GSA and its customer agencies, bringing us all closer to our shared goal of becoming a more sustainable Federal Government! There will be 15 telepresence rooms up and running nationwide within the next few months, with more to come in the future. Construction for the Region 8 room in Building 41 (Denver Federal Center) began on April 4, 2011, with completion scheduled for May. Keep your eyes peeled for telepresence brochures around your building!

Byron Rogers FOB Update

The Byron Rogers Federal Office Building project in downtown Denver is in full swing, with all of the tenants in the building having moved to their respective swing spaces. GSA Network Services is currently in the process of disconnecting the few remaining circuits in the building, a task that should be completed shortly. More importantly, we are working with other GSA business lines to develop a suite of services that will be available to agencies moving back into the FOB upon completion of the renovation. These services will be wide-ranging and inclusive of IT- and non-IT-related accoutrements. GSA representatives will be reaching out to the affected agencies as part of the services package development process, but please let us know if you have any input in the meantime.



Did You Know...

Did you know that GSA Network Services can assist you with the following types of projects?

- All types of new phone systems (traditional or VoIP)
- Cabling/wiring
- DSL broadband internet
- High-Bandwidth Metro Optical Ethernet
- Telepresence and videoconferencing deployments
- Audio/Visual equipment and infrastructure

...and that's not all. Reach out to r8ns@gsa.gov about projects not listed here.



The Perfect Customer Experience

GSA Region 8 is excited to announce the creation of the “Perfect Customer Experience!” With this initiative, we aim to take customer service to a whole new level. The PCE process has incorporated customer interviews, surveys and benchmarking against industry customer service leaders, and includes ongoing process improvements that should be noticeable to our customers. If you have any questions about the Perfect Customer Experience, or any suggestions as to how we could further improve your interactions with GSA, please do not hesitate to reach out to GSA Network Services or any other GSA contact you might be working with.



GSA Expo/Network Services Conference 2011

For the first time in history, the GSA Expo will be combined with the GSA Network Services Conference this year! From May 10-12 in San Diego, CA, attendees will have the opportunity to see everything that GSA has to offer in one place, while participating in exciting and useful training sessions at the same time. The event also presents a great chance to build relationships with industry representatives and government colleagues from all agencies across the nation.

For a list of training sessions and guest speakers, or to register, visit <http://expo.gsa.gov/> for Expo and <http://gsanetworkservices.org/> for the Network Services Conference. We look forward to seeing you there!



ShoreTel

GSA Network Services has a new on-premise VoIP offering on our local contracts. In all, three ShoreTel systems and 19 phone types are available to suit your needs. Imagine having office voicemails forwarded to your Blackberry e-mail as a wave file or redirecting your office phone calls to your home phone, all the while appearing to dial your customers from within the office. The ShoreTel IP PBX is an ideal replacement for agencies with aging PBX service, those that require more features and functionality, or agencies that need to address the needs of a flexible workplace environment. Region 8's ShoreTel solution is a turnkey VoIP solution that includes design, configuration, project management and maintenance support. Please contact your GSA Network Services Project Manager for more information or a pricing estimate.



Budget Cycle Update

The budget for Fiscal Year 2012 is being processed earlier this year than it has been in the past, and should be approved sometime this Summer. GSA Network Services will notify customers of any modifications to the line rate as soon as they are available. If you have any questions, please contact your GSA Network Services Project Manager.



GSA Mobility Solutions

Several different organizations within GSA are partnering to create an all-inclusive mobility solutions package, something that customers have demanded in recent months. The team is currently offering mobility tours that explain GSA's approach to assisting its customers in becoming more mobile, sustainable, and environmentally-friendly. These tours are being offered at the Denver Federal Center; please contact Kieran Hussey at 303-236-7356 or kieran.hussey@gsa.gov for additional information or to schedule a tour.



Networx Transition Update

GSA Network Services is here to help you streamline your transition from the FTS2001 contract to the Networx contract. The national average for Networx transitions has now reached nearly 90%, and we are sitting at 92% completion here in Region 8. If you have questions or concerns about your agency's transition, please do not hesitate to reach out to us at r8ns@gsa.gov or (303) 236-R8NS. You can also contact Ed O'Connell at (571) 382-0459 or Edward.OConnell@apptis.com.



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