

## Site Equipment Overview

Date _____		Ticket # _____		Installed by _____	
Revised Date _____				Revised by _____	
<b>Facility Information</b>					
Site _____			Site ID _____		Time Zone _____
Address _____					
City _____			State _____	Zip Code _____	
Site Contact _____			Phone Number _____		
Email Address: _____					
Alt. Contact _____			Phone Number _____		
Email Address: _____					
IT Contact _____			Phone Number _____		
Email Address: _____					
<b>Phone and Port Counts</b>					
# of Inmate Phones _____	# Cart Phones: _____	# Cordless Phones _____			
# of Inmate Phone Ports _____	# Cart Phone Ports Used _____	# Cordless Phone Ports Used _____			
# TTY Phones _____	# of M/R Visit Phones _____	# Coin Phones _____			
# TTY Ports on system _____	# of M/R Visit Phone Ports _____				
Total # Phones <span style="float: right;">0</span>	Total # Used Ports <span style="float: right;">0</span>	Total # Visit Phones <span style="float: right;">0</span>			
(FS to calculate phone counts)					
<b>Visitation Phone Information</b>					
Phone Type _____		Backup Visitation Installed _____		Pins _____	
VPM Type _____		# Sets _____		Pin Length _____	
Recorded _____		HS Length _____		Call Duration _____	
VPM Server Asset Tag _____					
<b>Features</b>			<b>Switch Information</b>		
PINS _____	Model _____	Model _____			
# of Digits _____	Asset Tag _____	Asset Tag _____			
PAN _____	VLAN _____	VLAN _____			
3-Way Detect _____	Location _____	Location _____			
Debit _____	IP _____	IP _____			
<b>Cutoff Switch Information</b>					
Type _____	Model _____	Model _____			
Relay Model _____	Asset Tag _____	Asset Tag _____			
Power Supply _____	VLAN _____	VLAN _____			
Type Switch _____	Location _____	Location _____			
Location _____	IP _____	IP _____			
<b>UPS Information</b>					
Make _____	Make _____				
Model _____	Model _____				
UPS Install Date _____	UPS Install Date _____				
Battery Replacement Date _____	Battery Replacement Date _____				
Location _____	Location _____				
<b>SCP System Information</b>				<b>Notes Section</b>	
Adtran	Equipment Type	Asset Tag	Serial Number		
1					
2					
3					
4					
5					
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8					
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11					
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14					
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17					
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19					
20					





Station Assignments							
Port	Phone Location	MPG	On-Off Times	Ph Type	HS Length	Dial Type	How Mounted
1							
2							
3							
4							
5							
6							
7							
8							
9							
10							
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23							
24							
Port	Phone Location	MPG	On-Off Times	Ph Type	HS Length	Dial Type	How Mounted
25							
26							
27							
28							
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30							
31							
32							
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48							

Station Assignments
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## Circuit Information

Demarc Address		DMARC and IDF Information		State and Zip Code		Combined Transport	
		Street	City				
Bldg						Direct Ethernet Circuit	
Floor							
Room							
<div style="color: red; font-weight: bold;">             ↓ # no Room #, give detailed information on location (behind booking desk, in telco room in basement, etc.) ↓           </div>							
		IDF Locations					
		List location, installed equipment or anything else you feel is important.					
IDF # 1						Additional Circuit Information	
IDF # 2							
IDF # 3							
IDF # 4							
IDF # 5							
IDF # 6							
IDF # 7							
IDF # 8							
IDF # 9							
IDF # 10							
Choose circuit type : Cable / DSL							
Provider		Provider					
Modem Model		Modem Model					
Modem MAC Address		Modem MAC Address					
Local ANI		Local ANI					
Provider IP		Provider IP					
Default Gateway		Default Gateway					
Local Eth IP		Local Eth IP					
Local Subnet Mask		Local Subnet Mask					
Remote Access Username		Remote Access Username					
Remote Access Password		Remote Access Password					
Speed		Speed					
Concentrator		Concentrator					
Bridged (Yes or No)		Bridged (Yes or No)					
Provider		Provider					
Modem Model		Modem Model					
Modem MAC Address		Modem MAC Address					
Local ANI		Local ANI					
Provider IP		Provider IP					
Default Gateway		Default Gateway					
Local Eth IP		Local Eth IP					
Local Subnet Mask		Local Subnet Mask					
Remote Access Username		Remote Access Username					
Remote Access Password		Remote Access Password					
Speed		Speed					
Concentrator		Concentrator					



## New Install and Upgrade Checklist

Site Name:		Ticket #:	
#	Test Item	YES/NO/NA	Comments
1	Collect call test completed?		
2	Debit call test completed?		
3	3-way test call completed?		
4	Verified the Voice Prompts are correct for the facility?		
5	Tested VPM phones by placing visit calls?		
6	Listened to recorded calls with the UI?		
7	Verified & tested all special features listed on Cut sheet (VB, PIN, VPM 2.0, SVW etc...)?		
8	Identified ports by going to every phone at the site?		
9	Sent install support the phone port ID's?		
10	Verify that all Phones have the correct voice prompts?		
11	Labeled the equipment and termination points?		
12	Grounded the Adtran(s) to the Towermax lightning protection?		
13	Showed the customer the equipment and how to reboot?		
14	Gave site contact the telephone numbers for Technical Support and Customer Service?		
15	Taken pictures of the phone equipment and Demarc?		
16	Given basic training of the User Interface?		
17	Sent the old line/ circuit #s to the PM/FSM for disconnect?		
18	Completed MAC tracking Form and emailed it to your manager?		
19	Completed Expense Report in Concur for the AFCE?		
20	Attached Pictures to the EAR form?		
21	Attached EAR form to the Customer Profile in Heat?		
22	Is there anything remaining to be done at this site?		
Overall Comments			

**Certified by (Installer):** \_\_\_\_\_

**Date:** \_\_\_\_\_



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### 3.5.9 Environmental

DOCCS will provide space, electricity and HVAC to support up to two (2) nineteen-inch racks for premise-based equipment. The vendor is responsible for any additional requirements beyond ambient temperature and standard power.

**Describe any additional requirements in your proposal and include the plan to provide those requirements.**

**SECURUS HAS READ, AGREES AND WILL COMPLY WITH THIS REQUIREMENT.**

Securus does not have any additional requirements beyond ambient temperature and standard power; however, in the event that other requirements are discovered during the site survey process, Securus will provide the required environmental items as well as a written plan to their provision. The table below provides the estimated power requirements. This table is representative of ALL potential pieces of equipment, not an exhaustive list of equipment that will be located at each facility.

[illegible]





multiplexers, channel banks, gateways, switches or any required system component shall be new.

**Provide full specifications and product literature/brochures for all proposed new components.**

### **SECURUS HAS READ, AGREES AND WILL COMPLY WITH THIS REQUIREMENT.**

Please see section/tab – REQUESTED DOCUMENTS (page 531)

### **3.6 Software Enhancements and Upgrades**

The vendor shall provide software enhancements and upgrades for either proprietary or third-party software required by the proposed Inmate Telephone System (ITS), including wireless tablets, when the enhancement and upgrades are generally available in a customer production environment. The vendor shall be responsible for maintaining the installed ITS at the latest general release of the system software for all systems including the system administration or system reporting terminals/PCs. The vendor must upgrade or replace all third-party software and/or hardware prior to any end-of-support date set by the third-party provider. All software changes shall be preapproved by DOCCS and must utilize approved change management procedures and configuration management processes as defined under *Configuration Management* in [Section 3.2.2](#).

**Provide complete documentation for all software upgrades or enhancements.**

### **SECURUS HAS READ, AGREES AND WILL COMPLY WITH THIS REQUIREMENT.**

The Securus solutions proposed will be implemented at the latest general availability release, eliminating the need for Upgrade or Enhancement documentation at the outset. However, as the contract term progresses all required documentation for all proposed systems will be provided for DOCCS preapproval and authorization. Each update will follow the strict change control methodology as outlined in section 3.11.1 of this proposal as well as the processes as defined under Configuration Management in Section 3.2.2.

## **Software Upgrades**

We recognize that the challenges you and your officers face every day never stop evolving. When designed our centralized platform, one of our chief objectives was deploying a system that provided upgrades to all customers at regular intervals with no downtime. We achieved that objective with SCP. Securus provides upgrades to all of our customers three to four times annually through a proven and tested after hours process that allows all sites to immediately realize the benefits each upgrade. Our system delivers proven features driven by input from the most recognized corrections and law enforcement agencies in the nation.

Maintenance events are always preceded by a splash screen displayed at login notifying the facility of the upcoming upgrade and new features are discussed with customers prior to implementation. These system updates are more than simple changes. They provide meaningful features and new capabilities, which drive greater officer and community safety, staff efficiency and improved investigative response times.

The following image shows the sample splash screen that notifies users of upcoming maintenance.

## Splash Screen



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### 3.7 Maintenance

The vendor shall be solely responsible for the maintenance and support for all system components including telephones, pedestals, enclosures, circuits, network components, software, call processors and all other elements of the system.

**Describe the maintenance and support capabilities, methods and procedures as related to the subsections below.**

#### **SECURUS HAS READ, AGREES AND WILL COMPLY WITH THIS REQUIREMENT.**

Securus provides superior customer service from a state-of-the-art operations center located in Carrollton, Texas. More than 50 technicians staff the Securus Technical Support Center (TSC) to ensure prompt problem resolution. The average tenure of our support management is five years and our technicians average four years.

## Securus Maintenance and Technical Support Services

The Securus TSC serves as a single point of contact for facility staff to request service **24 hours a day, seven days a week, 365 days per year**. There are four ways to contact the TSC:

- Telephone: 866-558-2323
- E-Mail: [technicalsupport@securustech.net](mailto:technicalsupport@securustech.net)
- Fax: 800-368-3168
- Web portal @ <http://www.securustech.net/facility.asp>

The TSC uses a call distribution system to manage the flow of inbound customer calls automatically routing calls directly to our support technicians in a skills-based, platform specific manner. Securus establishes response times and service level agreements that accomplish our objective of providing timely resolution to each request.

Technicians assign each service request one of three initial priority levels, each with resolution and escalation timelines. Every effort is made to resolve the problem remotely within the designated timeframes, and Securus resolves most service requests during the initial request. If necessary, a field service technician is dispatched to the facility to expedite resolution.

The TSC uses an event tracking system that logs, tracks, manages and assures appropriate response to all service requests. The service request generates a trouble ticket with priority level assignment that drives diagnosis and response processes. The support technician performs initial problem diagnosis and isolation procedures, determines the nature of the problem and either resolves the problem or engages an appropriate party for problem resolution. The TSC retains ownership of all service requests and is responsible for the escalation and update functions.

# Service Response Times and Escalations

Priority Level	Service Priority Description	Response Time	Customer Communication Guideline	Escalations
<b>P1 DOCCS Levels 1-2</b>	A P1 is our highest service level defined as 30% or more of the functionality of the System being adversely affected by the System Event. Examples of P1 service assignments would include items such as no voice prompts, features not operating appropriately, inability to burn CD's, issues with listening to live calls, inability to access S-Gate, all phones down.	2 hours	Securus Technical Support Center notifies the facility when the service issue is resolved If a technician is required, Securus Dispatch or Field Service Technician contacts the customer with an estimated time of arrival	If response is delayed, escalation procedures within Securus' Management Team are activated to ensure appropriate resources are allocated to resolve the service request Technical Support Manager & Field Service Manager Technical Support Director & Field Service Director VP Service & Operations
<b>P2 DOCCS Levels 3-4</b>	A P2 assignment defined as 5% to 29% of the functionality of the System being adversely affected by the System Event. Examples of a P2 service assignments would include items such as workstation, specific system ports, LEC circuits, unblocks, block numbers, missing CDRs, call searching.	24 hours	Securus Technical Support Center notifies the facility when the service issue is resolved If a technician is required, Securus Dispatch or Field Service Technician contacts the customer with an estimated time of arrival	If response is delayed, escalation procedures within Securus' Management Team are activated to ensure appropriate resources are allocated to resolve the service request Technical Support Manager & Field Service Manager Technical Support Director & Field Service Director VP Service & Operations
<b>P3 DOCCS Level 5</b>	A P3 assignment defined as less the 5% of the functionality of the System	72 hours	Securus Technical Support Center notifies	If response is delayed, escalation procedures within Securus'



being adversely affected by the System Event. Single and multiple phones related issues. Examples of P3 service assignments would include items such as static on the phone, a party not being able to hear, unable to dial, a broken phone, dial pad not working, cutoff switches not working, and inability to generate reports.		the facility when the service issue is resolved If a technician is required, Securus Dispatch or Field Service Technician contacts the customer with an estimated time of arrival	Management Team are activated to ensure appropriate resources are allocated to resolve the service request Technical Support Manager & Field Service Manager Technical Support Director & Field Service Director VP Service & Operations
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Securus employs approximately 170 field service associates including 9 Regional Managers and a centralized Field Dispatch team to support our national customer base, and also utilize a significant number of 3<sup>rd</sup> party representatives to support MBE/WBE requirements. The Field Service Technicians (FST) are strategically positioned to meet the response time requirements of our customer's and reside near each customer location. FSTs are all required to have extensive telecommunication background and are Securus-certified to service our product offerings. The FTSs have direct access to senior technical support and engineering resources to expedite repairs and minimize customer downtime.

## Workflow

Once our centralized Technical support operation determines that an issue requires on-site service, our dispatch team contacts the assigned FST and establishes an estimated time of arrival. The Dispatcher or the FST immediately communicate the time of arrival to the facility. Upon arrival at the facility, the FST will meet with the primary site contact to review the problem and perform the necessary repairs. Repairs typically involve repairing or replacing a defective part or wiring or correcting configuration settings.

Upon resolving the primary issue, the Field Service Technician will perform a system check to detect any unreported issues and conduct preventative maintenance checks while on-site, including:

- Cleaning out the system filters
- Testing system features and functionality
- Testing of individual phones
- Performing workstation(s) inspections.

Problems identified during this check are addressed by the Field Service Technician during the same visit unless additional parts are required to resolve the issue.

Upon completion of the repairs, the FST will validate problem resolution with the primary site contact and obtain sign-off on the repairs performed. After obtaining sign-off, the FST will record the transaction in our problem management system through his or her laptop.

## Service Parts

Securus field service technicians maintain a working level of spare parts for minor repairs consisting of telephone sets, handsets, dials, and replacement circuit boards, either on-site or in their truck. If a technician does not have required a part, Securus will drop-ship the item to the site. Securus will ship counter-to-counter on the same day in critical situations.

## Quality

Securus sends an e-mail customer satisfaction survey to the primary site contact following each service event. Customer concerns are immediately escalated to the Regional Service Manager and the National Service Director. The Regional Service Manager is required to contact the customer within 24 hours to better understand the concern and implement a correct action plan. Securus executives review the summary of each issue along with the corrective actions on a monthly basis. Our current survey results show 94% satisfaction with Field Service with 77% indicating they were “delighted” with the service they received.

## Implementation

Our preliminary implementation plan includes transitional meetings that detail the setup of proposed applications and tasks associated with the transition from the current system to Securus' Secure Call Platform (SCP). Securus has extensive experience preparing locations for system implementation without disrupting the facility's existing service. All hardware, phone lines, and workstations will be in place before replacing the telephone instruments and cutting over to SCP.



### **3.7.1 Maintenance Responsibility**

Malfunctions which cannot be immediately diagnosed and pinpointed to a certain item of equipment or particular service will require the participation of all service suppliers until responsibility for the problem has been unequivocally established. As a part of maintenance responsibilities, the contractor shall represent DOCCS with the regulated telephone company, network provider, or any other third-party service provider, in order to identify and correct problems with service.

In no instance shall the failure to resolve the issue of responsibility relieve the contractor from the obligation to restore system operability with the least impact on the availability of service.

**SECURUS HAS READ, AGREES AND WILL COMPLY WITH THIS REQUIREMENT.**

### **3.7.2 Damage**

The vendor shall be responsible for the repair or replacement of all equipment damaged regardless of the cause including, but not limited to, inmate damage, natural disaster, and DOCCS' actions or operations at no cost to DOCCS.

**SECURUS HAS READ, AGREES AND WILL COMPLY WITH THIS REQUIREMENT.**

### **3.7.3 Maintenance Window**

All scheduled maintenance must be performed outside of the normal ITS operating hours which are currently 7:00 a.m. to 11:00 p.m. ET.

**SECURUS HAS READ, AGREES AND WILL COMPLY WITH THIS REQUIREMENT.**

### **3.7.4 Maintenance Center Location**

Within 14 days of notification of selection, the vendor shall detail the location and number of maintenance staff, the staff experience, DOCCS' facilities to be supported by each location, and procedures to provide on-site maintenance service at all the DOCCS' locations with vendor provided equipment to meet DOCCS performance requirements. If the origination points for the maintenance staff are their homes, rather than a maintenance center, the staffs' origination addresses must be provided. It is a mandatory requirement of this RFP that the vendor agrees to have maintenance personnel within a three (3) hour drive from their origination addresses to each of DOCCS' locations throughout New York State. Failure to do so will result in a breach of contract. A map of the DOCCS' facility locations is provided in Attachment B.

**SECURUS HAS READ, AGREES AND WILL COMPLY WITH THIS REQUIREMENT.**

### **3.7.5 Maintenance Staff Experience**

Service personnel must be trained and experienced with installation and maintenance of the proposed system and equipment. DOCCS reserves the rights to request copies of training certificates for service personnel and to reject any maintenance personnel it determines to be unqualified to perform maintenance service on the proposed equipment.

**SECURUS HAS READ, AGREES AND WILL COMPLY WITH THIS REQUIREMENT.**

### **3.7.6 Preventive Maintenance**

The vendor shall conduct an on-site inspection and preventative maintenance service for all premise-based equipment provided on a quarterly basis at a minimum. The vendor shall certify the completion of the quarterly inspection and notify DOCCS of any equipment changes. Provide a sample of the proposed preventive maintenance report and certification form, including but not limited to, components to be tested, and pass/fail criteria for each component.

The proposed schedule shall be consistent with DOCCS' operating requirements and shall be based upon the specific needs of the equipment being maintained.

**SECURUS HAS READ, AGREES AND WILL COMPLY WITH THIS REQUIREMENT.**

### **3.7.7 Remedial Maintenance**

DOCCS will maintain a call screening service for all facilities. All service calls will be placed by DOCCS or its agent. Facilities will have the option to call in service issues at DOCCS sole discretion. Remedial maintenance shall be performed upon notification to the vendor that the equipment/service is inoperable or unsuitable for operation. The contractor shall be responsible for assuring that on premise service for each request is provided in accordance with the DOCCS' service requirements as defined in Section 5.

**SECURUS HAS READ, AGREES AND WILL COMPLY WITH THIS REQUIREMENT.**

### **3.7.8 Maintenance Request Reports**

The vendor shall furnish DOCCS with a monthly report, in a format to be determined by DOCCS, of all maintenance requests. The report shall include, at a minimum, the following data for each request for assistance:

- Date and time notified
- Date and time of arrival
- Description of malfunction reported
- Diagnosis of failure and work performed
- Date and time failure was corrected
- Name of person performing the service
- Name of person and agency reporting trouble

**SECURUS HAS READ, AGREES AND WILL COMPLY WITH THIS REQUIREMENT.**

## **3.8 Transition/Migration**

The vendor shall assume responsibility for all inmate telephone services effective on a specific date to be set by DOCCS prior to the official contract award and act as the DOCCS' agent to assure uninterrupted ITS operations as of that date. The vendor shall be responsible for establishing agreements with the existing provider as required to maintain all existing services and functions. Pursuant to the previous ITS contract, the existing vendor has committed to deliver to DOCCS a Phase-Out plan 80 calendar days before contract completion or termination and to maintain contract compliance during the period of time leading up to the contract expiration or termination. During turnover of the ITS systems to the successor contractor, the incumbent will deliver an inventory of all

vendor-owned property at all DOCCS' locations and any outstanding requests/enhancements/issues to DOCCS. At DOCCS' direction, the existing vendor will turn over all vendor-provided equipment at all DOCCS' locations by close of business on the last day of the contract.

**Describe the plan to migrate from the current DOCCS' ITS system to the proposed system.**

### **SECURUS HAS READ, AGREES AND WILL COMPLY WITH THIS REQUIREMENT.**

Securus has proven experience with Integration. Securus currently integrates with more than 110 different vendors worldwide and more than 60 independent, facility-owned systems and shared databases. Securus has extensive experience with migration from GTL-based systems, highlighting our recent integrations with Georgia, Arkansas, Pennsylvania, Connecticut and Missouri Department of Corrections. Please see section 3.8.1 for a complete Project Plan including Transition/Migration. (page 226)

## Securus Dedicated Integration Team

Securus has a dedicated Integration Department that integrates various systems and products in the corrections environment. This dedicated Integration Department allows Securus to deliver fast and flexible solutions for our customers. The Securus technology has the flexibility to work with facility-owned systems, JMS, OMS, Commissary, Banking, and Kiosk vendors. Securus will fully cooperate with your facility and your vendors to automate systems.

The most common technologies Securus uses include SOAP Web Services, HTTP, FTP push or pull of files in any textual format, JSON, XML-RPC, and TCP Sockets. All of these methods integrate over secure connections.

Securus can modify your data format for migration into our platform, without costly code modifications. Securus integration engineers consult with facilities' IT departments or system providers to determine the best integration strategy for each specific application.

## Securus Integration Process

The dedicated Securus Integration team designs, develops, tests and implements all custom integrations with corrections industry vendors and banking systems to deliver fast and flexible solutions for our customers. This process is part of the overall Project Plan for the installation of the Securus Secure Call Platform (SCP). Major milestones include:

- Collect Preliminary Needs/Requirements
- Contract Signed
- Finalized Requirements document
- Approved Scope Statement
- Finalize Design Document
- Schedule Customer Implementation



- Develop Custom Integration Solution
- Test Custom Integration Solution
- Implement Custom Integration Solution
- Customer Approval and Sign-off

## PIN Generation

The Securus Secure Call Platform (SCP) enables a facility to set up Personal Identification Numbers (PINs) for each inmate. The system can be configured to require inmates to enter their PIN before making a phone call.

PIN generation can be uploaded from a OMS or Commissary provider using the Securus E-Imports application, web services or a custom integration. PINs can also be manually input through the SCP user interface.

PINs can be linked an inmate's Custody Account for all inmate information including allowed calling schedule, call durations, and more. The number can be configured as a number from 4 to 16 digits in length. Each inmate can be issued a unique PIN. A common practice for PINs is using a combination of fields, such as the last four digits of the jacket ID and the birth month and day of the inmate.

Additionally, some OMS platforms can generate a 4 to 16 digit PIN randomly and send it to SCP via an integration. This option is beneficial because it enables the booking officer to give an inmate their PIN, so they can begin making calls immediately.

## PIN Operations

PIN operations through SCP are highly flexible. Facilities can enable or disable PIN operations at the facility, inmate account, or phone level. For example, facility personnel may choose to enable PIN operations for maximum security or long-term areas, and disable PIN operations for overnight, work release, or trustee areas. SCP has no limit on the number of PIN or non-PIN inmate telephones operating at the facility.

For phones programmed for PIN operations, each inmate must enter their PIN before making a telephone call. By using their PIN, they create an audit trail that shows the inmate that placed the call, the date and time of the call, and the number that called. PINs also enable facility staff to authorize or restrict specific inmates from calling specific numbers.

## PIN Restrictions

PINs can be used to restrict inmate calls at the facility, phone, or inmate account level. For example, facilities can identify and lock PINs to a phone or group of phones within a facility. Site administrators also have the ability to transfer PINS, or a single PIN, when inmates change

housing units. Transferring PINs can also be automated through our Securus E-Imports application, web services or a custom integration.

## OMS Integration

The Securus SCP can be integrated with a facility's offender management system (OMS) or Commissary system so that the inmate PINs are automatically transferred, activated and deactivated based on the inmate's status. If an inmate is released, the inmate's PIN is stored and can be reactivated along with call detail records and inmate recordings if the inmate returns to the facility.

Examples of fields that can be automatically populated in SCP from an OMS or Commissary integration include:

- **First Name** – Inmate's first name
- **Middle Name** – Inmate's middle name
- **Last Name** – Inmate's last name
- **Birth Date** – Inmate's date of birth
- **Social Security Number (SSN)** – Inmate social security number
- **Account Number** – Inmate's prison ID, jacket ID, or docket number, to be used as the SCP inmate custody account number. Any number permanently assigned to an inmate that does not change if they are released and booked back into the facility.
- **PIN** – 4 to 16 digit code used by the inmate to place phone calls.
- **Activate Date** – Date in which the inmate account became active in the system
- **Book Date** – Date that the inmate entered the facility
- **Gender** – Inmate gender
- **Housing** – Location of the inmate
- **Race** – Inmate race
- **Alert Level** – Typically used for security status such as maximum, minimum, low risk, and death row
- **Max Call Duration** – Call duration applied to each phone call placed by this inmate
- **Three-Way Detection** – Setting to enable or disable three-way call detection for this inmate
- **Language Preference** – Language in which the inmate speaks for reporting purposes (does not dictate the language of phone prompts)
- **Suspended** – Setting to allow or prevent the inmate from placing calls
- **Suspend Start Date** – Start date of calling privileges suspension
- **Suspend End Date** – End date of calling privileges suspension

Securus currently integrates with more than 110 vendors worldwide, including:

ABL Management, Inc.	FirsTech	PTS Solutions
Aramark	FSG Software	Sleuth
Archonix	Genesis	Southern Software
Beacon Software Solutions	Global Software	Spillman
Canteen	Golden Eagle	Stellar
CBM	Guarded Exchange	Stewart Commissary
CenturyLink	Huber & Associates	Sungard/OSSI
Cirqular/SecurManage	ID Networks	SunRidge Systems
CIS	Intellitech	Swanson
Cisco	Intergraph	Synergistics Software Inc.
Compass Group	J-CORR Technologies/Abbey Group	Syscon
Correctional Food Services	Justice Data Solutions	TAC-10
Correctional Food Services/ITF	Justice Software	Tech Friends
Cottrell Consulting	Keefe	Telerus
CTS America	Kimble	Telus
Cushing Technologies	Lawrence and Associates	Text and Data/JAMIN
D&D Vending	M&M Micro	Tiburon
Digitech/Jail Tracker	MoneyGram	Tiger
DSI/ITI	Netdata	Touchpay
DSSI	New World	TriTech Software Systems
Eagle Advantage	Northland IT Solutions	Trinity Services Group
edocTec	Northpoint Institute, Inc.	Turnkey
EForce	Oasis	Tyler Technologies
E-Justice/Crime Cog	Premier Supply Link	UniSys
Embarq	Prevatek	VisionAir
Emergitech	Primonics	Western Union
EnRoute 911	Pro Phoenix	Windspeed Software

EZ Card and Kiosk	PTS	Zuercher Technologies
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### 3.8.1 Project Management

**Submit a proposed Project Plan in Microsoft Project format.** Such plan must effect full statewide implementation within the required 90-day transition period. The Plan must include at least the following elements:

- Implementation plan
- Migration plan
- Fallback plan
- Risk management and mitigation plan
- Acceptance test plan
- Training plan
- Communications plan for both the DOCCS' users and the non-DOCCS' users
- Performance and service level plan
- Project reporting process and mechanisms
- Change management process
- Configuration management plan

**SECURUS HAS READ, AGREES AND WILL COMPLY WITH THIS REQUIREMENT.**

## Project Implementation (Pre-Installation)

### PRE INSTALLATION PROJECT IMPLEMENTATION DOCUMENT SUMMARY

Securus Technologies is dedicated to precision and accuracy in our deployment procedures. To assist in our performance, Securus follows project management architecture to maintain and record the scope and performance of the implementation through the following documentation.

- Project Charter
- Project Communications Plan
- Project Risk and Issues Log
- Project Contractual Requirements Tracker

**Project Charter** – The Project Charter includes specific details and process procedures that are included in the scope of work of the project. Within the Project Charter, we identify the project stakeholders and the roles and responsibilities of those identified; the project mission covering the business needs and project products; duration of the installation; scope of work associated to the responsible party; full description of the out of scope items; and the constraints and risks of items which may impact the installation from its projected project plan. Stakeholder signatures are captured within the Project Charter.

**Project Communications Plan** – The Communications Plan will describe the method in which all communications will be supplied to the stakeholders throughout the installation. Specific details regarding the conference bridge, meeting schedule, and description of the documents which will be

used through the installation are explained. As a measure to maintain direction and focus, the plan will also describe the risk management process and change order requirements. Authorized stakeholders will be required to approve a change order to the scope of work.

**Project Risk and Issues Log** – The Risk and Issues Log is managed by the Project Manager during the installation. The log is maintained to track and monitor items which may cause delays. It is used to assist in driving directives to completion and generating any change controls to the scheduled operations.

**Project Contractual Requirements Tracker** – The Project Contractual Requirement Tracker is a record of all product and feature requirements identified in the contract which are required to be included before they can be accepted as installed.

**By signing below, each stakeholder acknowledges the receipt and review of the following implementation documents and understands the scope of work which has been contractually agreed upon to be completed. Signatures have been given by those in authority to speak for the agency. Changes outside of the described procedures in the attached documents may be subject to charges accordingly.**

Stakeholder Name	Signature	Date
Stakeholder Name	Signature	Date
Stakeholder Name	Signature	Date
Stakeholder Name	Signature	Date
Stakeholder Name	Signature	Date



## Project Implementation Plan (60 Days)

ID	Task Name	Duration	Start	Finish
1	<b>SECURUS Offender Calling System Installation Project Plan for New York Department of Corrections (Phased Install)</b>	<b>47.63 days</b>	<b>Wed 6/29/16</b>	<b>Fri 9/2/16</b>
2	<b>Offender Calling System Installation &amp; Cut-Over</b>	<b>47.63 days</b>	<b>Wed 6/29/16</b>	<b>Fri 9/2/16</b>
3	<b>Project Initiation Phase</b>	<b>21 days</b>	<b>Wed 6/29/16</b>	<b>Wed 7/27/16</b>
4	<b>Welcome to SecurUS!</b>	<b>5 days</b>	<b>Wed 6/29/16</b>	<b>Tue 7/5/16</b>
5	<b>Upon contract execution - SecurUS Account Executive to call NY DOC</b>	<b>4 days</b>	<b>Wed 6/29/16</b>	<b>Mon 7/4/16</b>
6	<b>Arrange for onsite face-to-face kick-off meeting at a NY DOC location</b>	<b>1 day</b>	<b>Wed 6/29/16</b>	<b>Wed 6/29/16</b>
7	<b>Project Manager Introduction with NY DOC (conference call)</b>	<b>2 days</b>	<b>Fri 7/1/16</b>	<b>Mon 7/4/16</b>
8	<b>Identify point of contact and contact information for each correctional facility location</b>	<b>1 day</b>	<b>Fri 7/1/16</b>	<b>Fri 7/1/16</b>
9	<b>Facility address verification and telecom demarcation verification</b>	<b>1 day</b>	<b>Mon 7/4/16</b>	<b>Mon 7/4/16</b>
10	<b>Site Survey access and scheduling</b>	<b>1 day</b>	<b>Mon 7/4/16</b>	<b>Mon 7/4/16</b>
11	<b>On Site Kick-Off meeting with NY DOC &amp; SecurUS Account Team</b>	<b>1 day</b>	<b>Tue 7/5/16</b>	<b>Tue 7/5/16</b>
12	<b>Review:</b>	<b>1 day</b>	<b>Tue 7/5/16</b>	<b>Tue 7/5/16</b>
13	<b>Project Team structure for SecurUS and NY DOC</b>	<b>3 hrs</b>	<b>Tue 7/5/16</b>	<b>Tue 7/5/16</b>
14	<b>Preliminary project plan &amp; implementation schedule</b>	<b>1 hr</b>	<b>Tue 7/5/16</b>	<b>Tue 7/5/16</b>
15	<b>Establish meeting schedule and communication plans</b>	<b>1 hr</b>	<b>Tue 7/5/16</b>	<b>Tue 7/5/16</b>
16	<b>Integration opportunities for automated PIN/PAN data management</b>	<b>1 hr</b>	<b>Tue 7/5/16</b>	<b>Tue 7/5/16</b>
17	<b>Review field service access/scheduling &amp; telecom vendor scheduling options</b>	<b>1 hr</b>	<b>Tue 7/5/16</b>	<b>Tue 7/5/16</b>
18	<b>Distribution of informational literature/collateral for public &amp; Offenders</b>	<b>1 hr</b>	<b>Tue 7/5/16</b>	<b>Tue 7/5/16</b>
19	<b>Site Surveys conducted by SecurUS Field Services Team</b>	<b>16 days</b>	<b>Wed 7/6/16</b>	<b>Wed 7/27/16</b>
20	<b>Region 1 - Facilities</b>	<b>15 days</b>	<b>Wed 7/6/16</b>	<b>Tue 7/26/16</b>
21	<b>CAPE VINCENT CORRECTIONAL FACILITY</b>	<b>1 day</b>	<b>Wed 7/6/16</b>	<b>Wed 7/6/16</b>
22	<b>Demarc &amp; ITS/WAP Location inspection</b>	<b>1 day</b>	<b>Wed 7/6/16</b>	<b>Wed 7/6/16</b>
23	<b>Offender Calling locations - survey</b>	<b>1 day</b>	<b>Wed 7/6/16</b>	<b>Wed 7/6/16</b>
24	<b>Environmental evaluation &amp; testing</b>	<b>1 day</b>	<b>Wed 7/6/16</b>	<b>Wed 7/6/16</b>
25	<b>WATERTOWN CORRECTIONAL FACILITY</b>	<b>1 day</b>	<b>Thu 7/7/16</b>	<b>Thu 7/7/16</b>
26	<b>Demarc &amp; ITS/WAP Location inspection</b>	<b>1 day</b>	<b>Thu 7/7/16</b>	<b>Thu 7/7/16</b>
27	<b>Offender Calling locations - survey</b>	<b>1 day</b>	<b>Thu 7/7/16</b>	<b>Thu 7/7/16</b>
28	<b>Environmental evaluation &amp; testing</b>	<b>1 day</b>	<b>Thu 7/7/16</b>	<b>Thu 7/7/16</b>
29	<b>GOUVERNEUR CORRECTIONAL FACILITY</b>	<b>1 day</b>	<b>Fri 7/8/16</b>	<b>Fri 7/8/16</b>
30	<b>Demarc &amp; ITS/WAP Location inspection</b>	<b>1 day</b>	<b>Fri 7/8/16</b>	<b>Fri 7/8/16</b>
31	<b>Offender Calling locations - survey</b>	<b>1 day</b>	<b>Fri 7/8/16</b>	<b>Fri 7/8/16</b>
32	<b>Environmental evaluation &amp; testing</b>	<b>1 day</b>	<b>Fri 7/8/16</b>	<b>Fri 7/8/16</b>
33	<b>RIVERVIEW CORRECTIONAL FACILITY</b>	<b>1 day</b>	<b>Mon 7/11/16</b>	<b>Mon 7/11/16</b>
34	<b>Demarc &amp; ITS/WAP Location inspection</b>	<b>1 day</b>	<b>Mon 7/11/16</b>	<b>Mon 7/11/16</b>
35	<b>Offender Calling locations - survey</b>	<b>1 day</b>	<b>Mon 7/11/16</b>	<b>Mon 7/11/16</b>
36	<b>Environmental evaluation &amp; testing</b>	<b>1 day</b>	<b>Mon 7/11/16</b>	<b>Mon 7/11/16</b>

ID	Task Name	Duration	Start	Finish
37	OGDENSBURG CORRECTIONAL FACILITY	1 day	Tue 7/12/16	Tue 7/12/16
38	Demarc & ITS/WAP Location inspection	1 day	Tue 7/12/16	Tue 7/12/16
39	Offender Calling locations - survey	1 day	Tue 7/12/16	Tue 7/12/16
40	Environmental evaluation & testing	1 day	Tue 7/12/16	Tue 7/12/16
41	FRANKLIN CORRECTIONAL FACILITY	1 day	Wed 7/13/16	Wed 7/13/16
42	Demarc & ITS/WAP Location inspection	1 day	Wed 7/13/16	Wed 7/13/16
43	Offender Calling locations - survey	1 day	Wed 7/13/16	Wed 7/13/16
44	Environmental evaluation & testing	1 day	Wed 7/13/16	Wed 7/13/16
45	BARE HILL CORRECTIONAL FACILITY	1 day	Thu 7/14/16	Thu 7/14/16
46	Demarc & ITS/WAP Location inspection	1 day	Thu 7/14/16	Thu 7/14/16
47	Offender Calling locations - survey	1 day	Thu 7/14/16	Thu 7/14/16
48	Environmental evaluation & testing	1 day	Thu 7/14/16	Thu 7/14/16
49	UPSTATE CORRECTIONAL FACILITY	1 day	Fri 7/15/16	Fri 7/15/16
50	Demarc & ITS/WAP Location inspection	1 day	Fri 7/15/16	Fri 7/15/16
51	Offender Calling locations - survey	1 day	Fri 7/15/16	Fri 7/15/16
52	Environmental evaluation & testing	1 day	Fri 7/15/16	Fri 7/15/16
53	CHATEAUGAY CORRECTIONAL FACILITY	1 day	Mon 7/18/16	Mon 7/18/16
54	Demarc & ITS/WAP Location inspection	1 day	Mon 7/18/16	Mon 7/18/16
55	Offender Calling locations - survey	1 day	Mon 7/18/16	Mon 7/18/16
56	Environmental evaluation & testing	1 day	Mon 7/18/16	Mon 7/18/16
57	ALTONA CORRECTIONAL FACILITY	1 day	Tue 7/19/16	Tue 7/19/16
58	Demarc & ITS/WAP Location inspection	1 day	Tue 7/19/16	Tue 7/19/16
59	Offender Calling locations - survey	1 day	Tue 7/19/16	Tue 7/19/16
60	Environmental evaluation & testing	1 day	Tue 7/19/16	Tue 7/19/16
61	CLINTON CORRECTIONAL FACILITY	1 day	Wed 7/20/16	Wed 7/20/16
62	Demarc & ITS/WAP Location inspection	1 day	Wed 7/20/16	Wed 7/20/16
63	Offender Calling locations - survey	1 day	Wed 7/20/16	Wed 7/20/16
64	Environmental evaluation & testing	1 day	Wed 7/20/16	Wed 7/20/16
65	ADIRONDACK CORRECTIONAL FACILITY	1 day	Thu 7/21/16	Thu 7/21/16
66	Demarc & ITS/WAP Location inspection	1 day	Thu 7/21/16	Thu 7/21/16
67	Offender Calling locations - survey	1 day	Thu 7/21/16	Thu 7/21/16
68	Environmental evaluation & testing	1 day	Thu 7/21/16	Thu 7/21/16
69	MORIAH SHOCK INCARCERATION CORRECTIONAL FACILITY	1 day	Fri 7/22/16	Fri 7/22/16
70	Demarc & ITS/WAP Location inspection	1 day	Fri 7/22/16	Fri 7/22/16
71	Offender Calling locations - survey	1 day	Fri 7/22/16	Fri 7/22/16
72	Environmental evaluation & testing	1 day	Fri 7/22/16	Fri 7/22/16
73	WASHINGTON CORRECTIONAL FACILITY	1 day	Mon 7/25/16	Mon 7/25/16



ID	Task Name	Duration	Start	Finish
74	Demarc & ITS/WAP Location inspection	1 day	Mon 7/25/16	Mon 7/25/16
75	Offender Calling locations - survey	1 day	Mon 7/25/16	Mon 7/25/16
76	Environmental evaluation & testing	1 day	Mon 7/25/16	Mon 7/25/16
77	GREAT MEADOW CORRECTIONAL FACILITY	1 day	Tue 7/26/16	Tue 7/26/16
78	Demarc & ITS/WAP Location inspection	1 day	Tue 7/26/16	Tue 7/26/16
79	Offender Calling locations - survey	1 day	Tue 7/26/16	Tue 7/26/16
80	Environmental evaluation & testing	1 day	Tue 7/26/16	Tue 7/26/16
81	<b>Region 2 - Facilities</b>	15 days	Wed 7/6/16	Tue 7/26/16
82	WOODBOURNE CORRECTIONAL FACILITY	1 day	Wed 7/6/16	Wed 7/6/16
83	Demarc & ITS/WAP Location inspection	1 day	Wed 7/6/16	Wed 7/6/16
84	Offender Calling locations - survey	1 day	Wed 7/6/16	Wed 7/6/16
85	Environmental evaluation & testing	1 day	Wed 7/6/16	Wed 7/6/16
86	SULLIVAN CORRECTIONAL FACILITY	1 day	Thu 7/7/16	Thu 7/7/16
87	Demarc & ITS/WAP Location inspection	1 day	Thu 7/7/16	Thu 7/7/16
88	Offender Calling locations - survey	1 day	Thu 7/7/16	Thu 7/7/16
89	Environmental evaluation & testing	1 day	Thu 7/7/16	Thu 7/7/16
90	EASTERN NEW YORK CORRECTIONAL FACILITY	1 day	Fri 7/8/16	Fri 7/8/16
91	Demarc & ITS/WAP Location inspection	1 day	Fri 7/8/16	Fri 7/8/16
92	Offender Calling locations - survey	1 day	Fri 7/8/16	Fri 7/8/16
93	Environmental evaluation & testing	1 day	Fri 7/8/16	Fri 7/8/16
94	ULSTER CORRECTIONAL FACILITY	1 day	Mon 7/11/16	Mon 7/11/16
95	Demarc & ITS/WAP Location inspection	1 day	Mon 7/11/16	Mon 7/11/16
96	Offender Calling locations - survey	1 day	Mon 7/11/16	Mon 7/11/16
97	Environmental evaluation & testing	1 day	Mon 7/11/16	Mon 7/11/16
98	HUDSON CORRECTIONAL FACILITY	1 day	Tue 7/12/16	Tue 7/12/16
99	Demarc & ITS/WAP Location inspection	1 day	Tue 7/12/16	Tue 7/12/16
100	Offender Calling locations - survey	1 day	Tue 7/12/16	Tue 7/12/16
101	Environmental evaluation & testing	1 day	Tue 7/12/16	Tue 7/12/16
102	COXSACKIE CORRECTIONAL FACILITY	1 day	Wed 7/13/16	Wed 7/13/16
103	Demarc & ITS/WAP Location inspection	1 day	Wed 7/13/16	Wed 7/13/16
104	Offender Calling locations - survey	1 day	Wed 7/13/16	Wed 7/13/16
105	Environmental evaluation & testing	1 day	Wed 7/13/16	Wed 7/13/16
106	GREENE CORRECTIONAL FACILITY	1 day	Thu 7/14/16	Thu 7/14/16
107	Demarc & ITS/WAP Location inspection	1 day	Thu 7/14/16	Thu 7/14/16
108	Offender Calling locations - survey	1 day	Thu 7/14/16	Thu 7/14/16
109	Environmental evaluation & testing	1 day	Thu 7/14/16	Thu 7/14/16
110	MT MCGREGOR CORRECTIONAL FACILITY	1 day	Fri 7/15/16	Fri 7/15/16

ID	Task Name	Duration	Start	Finish
111	Demarc & ITS/WAP Location inspection	1 day	Fri 7/15/16	Fri 7/15/16
112	Offender Calling locations - survey	1 day	Fri 7/15/16	Fri 7/15/16
113	Environmental evaluation & testing	1 day	Fri 7/15/16	Fri 7/15/16
114	HALE CREEK CORRECTIONAL FACILITY	1 day	Mon 7/18/16	Mon 7/18/16
115	Demarc & ITS/WAP Location inspection	1 day	Mon 7/18/16	Mon 7/18/16
116	Offender Calling locations - survey	1 day	Mon 7/18/16	Mon 7/18/16
117	Environmental evaluation & testing	1 day	Mon 7/18/16	Mon 7/18/16
118	MID STATE CORRECTIONAL FACILITY	1 day	Tue 7/19/16	Tue 7/19/16
119	Demarc & ITS/WAP Location inspection	1 day	Tue 7/19/16	Tue 7/19/16
120	Offender Calling locations - survey	1 day	Tue 7/19/16	Tue 7/19/16
121	Environmental evaluation & testing	1 day	Tue 7/19/16	Tue 7/19/16
122	MARCY CORRECTIONAL FACILITY	1 day	Wed 7/20/16	Wed 7/20/16
123	Demarc & ITS/WAP Location inspection	1 day	Wed 7/20/16	Wed 7/20/16
124	Offender Calling locations - survey	1 day	Wed 7/20/16	Wed 7/20/16
125	Environmental evaluation & testing	1 day	Wed 7/20/16	Wed 7/20/16
126	MOHAWK CORRECTIONAL FACILITY	1 day	Thu 7/21/16	Thu 7/21/16
127	Demarc & ITS/WAP Location inspection	1 day	Thu 7/21/16	Thu 7/21/16
128	Offender Calling locations - survey	1 day	Thu 7/21/16	Thu 7/21/16
129	Environmental evaluation & testing	1 day	Thu 7/21/16	Thu 7/21/16
130	BUTLER CORRECTIONAL FACILITY	1 day	Fri 7/22/16	Fri 7/22/16
131	Demarc & ITS/WAP Location inspection	1 day	Fri 7/22/16	Fri 7/22/16
132	Offender Calling locations - survey	1 day	Fri 7/22/16	Fri 7/22/16
133	Environmental evaluation & testing	1 day	Fri 7/22/16	Fri 7/22/16
134	AUBURN CORRECTIONAL FACILITY	1 day	Mon 7/25/16	Mon 7/25/16
135	Demarc & ITS/WAP Location inspection	1 day	Mon 7/25/16	Mon 7/25/16
136	Offender Calling locations - survey	1 day	Mon 7/25/16	Mon 7/25/16
137	Environmental evaluation & testing	1 day	Mon 7/25/16	Mon 7/25/16
138	CAYUGA CORRECTIONAL FACILITY	1 day	Tue 7/26/16	Tue 7/26/16
139	Demarc & ITS/WAP Location inspection	1 day	Tue 7/26/16	Tue 7/26/16
140	Offender Calling locations - survey	1 day	Tue 7/26/16	Tue 7/26/16
141	Environmental evaluation & testing	1 day	Tue 7/26/16	Tue 7/26/16
142	<b>Region 3 - Facilities</b>	16 days	Wed 7/6/16	Wed 7/27/16
143	LAKEVIEW SHOCK INCARCERATION CORRECTIONAL FACILITY	1 day	Wed 7/6/16	Wed 7/6/16
144	Demarc & ITS/WAP Location inspection	1 day	Wed 7/6/16	Wed 7/6/16
145	Offender Calling locations - survey	1 day	Wed 7/6/16	Wed 7/6/16
146	Environmental evaluation & testing	1 day	Wed 7/6/16	Wed 7/6/16
147	GOWANDA CORRECTIONAL FACILITY	1 day	Thu 7/7/16	Thu 7/7/16



ID	Task Name	Duration	Start	Finish
148	Demarc & ITS/WAP Location inspection	1 day	Thu 7/7/16	Thu 7/7/16
149	Offender Calling locations - survey	1 day	Thu 7/7/16	Thu 7/7/16
150	Environmental evaluation & testing	1 day	Thu 7/7/16	Thu 7/7/16
151	<b>COLLINS CORRECTIONAL FACILITY</b>	<b>1 day</b>	<b>Fri 7/8/16</b>	<b>Fri 7/8/16</b>
152	Demarc & ITS/WAP Location inspection	1 day	Fri 7/8/16	Fri 7/8/16
153	Offender Calling locations - survey	1 day	Fri 7/8/16	Fri 7/8/16
154	Environmental evaluation & testing	1 day	Fri 7/8/16	Fri 7/8/16
155	<b>WENDE CORRECTIONAL FACILITY</b>	<b>1 day</b>	<b>Mon 7/11/16</b>	<b>Mon 7/11/16</b>
156	Demarc & ITS/WAP Location inspection	1 day	Mon 7/11/16	Mon 7/11/16
157	Offender Calling locations - survey	1 day	Mon 7/11/16	Mon 7/11/16
158	Environmental evaluation & testing	1 day	Mon 7/11/16	Mon 7/11/16
159	<b>ATTICA CORRECTIONAL FACILITY</b>	<b>1 day</b>	<b>Tue 7/12/16</b>	<b>Tue 7/12/16</b>
160	Demarc & ITS/WAP Location inspection	1 day	Tue 7/12/16	Tue 7/12/16
161	Offender Calling locations - survey	1 day	Tue 7/12/16	Tue 7/12/16
162	Environmental evaluation & testing	1 day	Tue 7/12/16	Tue 7/12/16
163	<b>WYOMING CORRECTIONAL FACILITY</b>	<b>1 day</b>	<b>Wed 7/13/16</b>	<b>Wed 7/13/16</b>
164	Demarc & ITS/WAP Location inspection	1 day	Wed 7/13/16	Wed 7/13/16
165	Offender Calling locations - survey	1 day	Wed 7/13/16	Wed 7/13/16
166	Environmental evaluation & testing	1 day	Wed 7/13/16	Wed 7/13/16
167	<b>ORLEANS CORRECTIONAL FACILITY</b>	<b>1 day</b>	<b>Thu 7/14/16</b>	<b>Thu 7/14/16</b>
168	Demarc & ITS/WAP Location inspection	1 day	Thu 7/14/16	Thu 7/14/16
169	Offender Calling locations - survey	1 day	Thu 7/14/16	Thu 7/14/16
170	Environmental evaluation & testing	1 day	Thu 7/14/16	Thu 7/14/16
171	<b>ALBION CORRECTIONAL FACILITY</b>	<b>1 day</b>	<b>Fri 7/15/16</b>	<b>Fri 7/15/16</b>
172	Demarc & ITS/WAP Location inspection	1 day	Fri 7/15/16	Fri 7/15/16
173	Offender Calling locations - survey	1 day	Fri 7/15/16	Fri 7/15/16
174	Environmental evaluation & testing	1 day	Fri 7/15/16	Fri 7/15/16
175	<b>ROCHESTER CORRECTIONAL FACILITY</b>	<b>1 day</b>	<b>Mon 7/18/16</b>	<b>Mon 7/18/16</b>
176	Demarc & ITS/WAP Location inspection	1 day	Mon 7/18/16	Mon 7/18/16
177	Offender Calling locations - survey	1 day	Mon 7/18/16	Mon 7/18/16
178	Environmental evaluation & testing	1 day	Mon 7/18/16	Mon 7/18/16
179	<b>LIVINGSTON CORRECTIONAL FACILITY</b>	<b>1 day</b>	<b>Tue 7/19/16</b>	<b>Tue 7/19/16</b>
180	Demarc & ITS/WAP Location inspection	1 day	Tue 7/19/16	Tue 7/19/16
181	Offender Calling locations - survey	1 day	Tue 7/19/16	Tue 7/19/16
182	Environmental evaluation & testing	1 day	Tue 7/19/16	Tue 7/19/16
183	<b>GROVELAND CORRECTIONAL FACILITY</b>	<b>1 day</b>	<b>Wed 7/20/16</b>	<b>Wed 7/20/16</b>
184	Demarc & ITS/WAP Location inspection	1 day	Wed 7/20/16	Wed 7/20/16

ID	Task Name	Duration	Start	Finish
185	Offender Calling locations - survey	1 day	Wed 7/20/16	Wed 7/20/16
186	Environmental evaluation & testing	1 day	Wed 7/20/16	Wed 7/20/16
187	FIVE POINTS CORRECTIONAL FACILITY	1 day	Thu 7/21/16	Thu 7/21/16
188	Demarc & ITS/WAP Location inspection	1 day	Thu 7/21/16	Thu 7/21/16
189	Offender Calling locations - survey	1 day	Thu 7/21/16	Thu 7/21/16
190	Environmental evaluation & testing	1 day	Thu 7/21/16	Thu 7/21/16
191	WILLARD DRUG TREATMENT CAMPUS	1 day	Fri 7/22/16	Fri 7/22/16
192	Demarc & ITS/WAP Location inspection	1 day	Fri 7/22/16	Fri 7/22/16
193	Offender Calling locations - survey	1 day	Fri 7/22/16	Fri 7/22/16
194	Environmental evaluation & testing	1 day	Fri 7/22/16	Fri 7/22/16
195	MONTEREY SHOCK INCARCERATION CORRECTIONAL FACILITY	1 day	Mon 7/25/16	Mon 7/25/16
196	Demarc & ITS/WAP Location inspection	1 day	Mon 7/25/16	Mon 7/25/16
197	Offender Calling locations - survey	1 day	Mon 7/25/16	Mon 7/25/16
198	Environmental evaluation & testing	1 day	Mon 7/25/16	Mon 7/25/16
199	SOUTHPORT CORRECTIONAL FACILITY	1 day	Tue 7/26/16	Tue 7/26/16
200	Demarc & ITS/WAP Location inspection	1 day	Tue 7/26/16	Tue 7/26/16
201	Offender Calling locations - survey	1 day	Tue 7/26/16	Tue 7/26/16
202	Environmental evaluation & testing	1 day	Tue 7/26/16	Tue 7/26/16
203	ELMIRA CORRECTIONAL FACILITY AND RECEPTION CENTER	1 day	Wed 7/27/16	Wed 7/27/16
204	Demarc & ITS/WAP Location inspection	1 day	Wed 7/27/16	Wed 7/27/16
205	Offender Calling locations - survey	1 day	Wed 7/27/16	Wed 7/27/16
206	Environmental evaluation & testing	1 day	Wed 7/27/16	Wed 7/27/16
207	<b>Region 4 - Facilities</b>	14 days	Wed 7/27/16	Wed 7/27/16
208	SHAWANGUNK CORRECTIONAL FACILITY	1 day	Wed 7/27/16	Wed 7/27/16
209	Demarc & ITS/WAP Location inspection	1 day	Wed 7/27/16	Wed 7/27/16
210	Offender Calling locations - survey	1 day	Wed 7/27/16	Wed 7/27/16
211	Environmental evaluation & testing	1 day	Wed 7/27/16	Wed 7/27/16
212	WALLKILL CORRECTIONAL FACILITY	1 day	Thu 7/28/16	Thu 7/28/16
213	Demarc & ITS/WAP Location inspection	1 day	Thu 7/28/16	Thu 7/28/16
214	Offender Calling locations - survey	1 day	Thu 7/28/16	Thu 7/28/16
215	Environmental evaluation & testing	1 day	Thu 7/28/16	Thu 7/28/16
216	OTISVILLE CORRECTIONAL FACILITY	1 day	Fri 7/29/16	Fri 7/29/16
217	Demarc & ITS/WAP Location inspection	1 day	Fri 7/29/16	Fri 7/29/16
218	Offender Calling locations - survey	1 day	Fri 7/29/16	Fri 7/29/16
219	Environmental evaluation & testing	1 day	Fri 7/29/16	Fri 7/29/16
220	FISHKILL CORRECTIONAL FACILITY	1 day	Mon 7/31/16	Mon 7/31/16
221	Demarc & ITS/WAP Location inspection	1 day	Mon 7/31/16	Mon 7/31/16



ID	Task Name	Duration	Start	Finish
222	Offender Calling locations - survey	1 day	Mon 7/11/16	Mon 7/11/16
223	Environmental evaluation & testing	1 day	Mon 7/11/16	Mon 7/11/16
224	BEACON CORRECTIONAL FACILITY	1 day	Tue 7/12/16	Tue 7/12/16
225	Demarc & ITS/WAP Location inspection	1 day	Tue 7/12/16	Tue 7/12/16
226	Offender Calling locations - survey	1 day	Tue 7/12/16	Tue 7/12/16
227	Environmental evaluation & testing	1 day	Tue 7/12/16	Tue 7/12/16
228	DOWNSSTATE CORRECTIONAL FACILITY	1 day	Wed 7/13/16	Wed 7/13/16
229	Demarc & ITS/WAP Location inspection	1 day	Wed 7/13/16	Wed 7/13/16
230	Offender Calling locations - survey	1 day	Wed 7/13/16	Wed 7/13/16
231	Environmental evaluation & testing	1 day	Wed 7/13/16	Wed 7/13/16
232	GREEN HAVEN CORRECTIONAL FACILITY	1 day	Thu 7/14/16	Thu 7/14/16
233	Demarc & ITS/WAP Location inspection	1 day	Thu 7/14/16	Thu 7/14/16
234	Offender Calling locations - survey	1 day	Thu 7/14/16	Thu 7/14/16
235	Environmental evaluation & testing	1 day	Thu 7/14/16	Thu 7/14/16
236	TACONIC CORRECTIONAL FACILITY	1 day	Fri 7/15/16	Fri 7/15/16
237	Demarc & ITS/WAP Location inspection	1 day	Fri 7/15/16	Fri 7/15/16
238	Offender Calling locations - survey	1 day	Fri 7/15/16	Fri 7/15/16
239	Environmental evaluation & testing	1 day	Fri 7/15/16	Fri 7/15/16
240	BEDFORD HILLS CORRECTIONAL FACILITY	1 day	Mon 7/18/16	Mon 7/18/16
241	Demarc & ITS/WAP Location inspection	1 day	Mon 7/18/16	Mon 7/18/16
242	Offender Calling locations - survey	1 day	Mon 7/18/16	Mon 7/18/16
243	Environmental evaluation & testing	1 day	Mon 7/18/16	Mon 7/18/16
244	SING SING CORRECTIONAL FACILITY	1 day	Tue 7/19/16	Tue 7/19/16
245	Demarc & ITS/WAP Location inspection	1 day	Tue 7/19/16	Tue 7/19/16
246	Offender Calling locations - survey	1 day	Tue 7/19/16	Tue 7/19/16
247	Environmental evaluation & testing	1 day	Tue 7/19/16	Tue 7/19/16
248	EDGEcombe RESIDENTIAL TREATMENT FACILITY	1 day	Wed 7/20/16	Wed 7/20/16
249	Demarc & ITS/WAP Location inspection	1 day	Wed 7/20/16	Wed 7/20/16
250	Offender Calling locations - survey	1 day	Wed 7/20/16	Wed 7/20/16
251	Environmental evaluation & testing	1 day	Wed 7/20/16	Wed 7/20/16
252	BAYVIEW CORRECTIONAL FACILITY	1 day	Thu 7/21/16	Thu 7/21/16
253	Demarc & ITS/WAP Location inspection	1 day	Thu 7/21/16	Thu 7/21/16
254	Offender Calling locations - survey	1 day	Thu 7/21/16	Thu 7/21/16
255	Environmental evaluation & testing	1 day	Thu 7/21/16	Thu 7/21/16
256	LINCOLN CORRECTIONAL FACILITY	1 day	Fri 7/22/16	Fri 7/22/16
257	Demarc & ITS/WAP Location inspection	1 day	Fri 7/22/16	Fri 7/22/16
258	Offender Calling locations - survey	1 day	Fri 7/22/16	Fri 7/22/16

ID	Task Name	Duration	Start	Finish
259	Environmental evaluation & testing	1 day	Fri 7/22/16	Fri 7/22/16
260	QUEENSBORO CORRECTIONAL FACILITY	1 day	Mon 7/25/16	Mon 7/25/16
261	Demarc & ITS/WAP Location inspection	1 day	Mon 7/25/16	Mon 7/25/16
262	Offender Calling locations - survey	1 day	Mon 7/25/16	Mon 7/25/16
263	Environmental evaluation & testing	1 day	Mon 7/25/16	Mon 7/25/16
264	<b>Submit Initial Telecom &amp; Equipment Orders (Preliminary Engineering &amp; Design)</b>	12 days	Fri 7/8/16	Mon 7/25/16
265	Submit orders to Telecom Vendors for MPLS/DSL/POTS/COCOT transport (based on RFP engine)	12 days	Fri 7/8/16	Mon 7/25/16
266	Submit orders for hardware to warehouse and vendors (vendor managed inventories)	12 days	Fri 7/8/16	Mon 7/25/16
267	<b>Project Planning Phase</b>	19.63 days	Tue 8/2/16	Mon 8/29/16
268	<b>Project Plan Updates</b>	0.25 days	Tue 8/2/16	Tue 8/2/16
269	Contact Telecom Vendor for estimated delivery dates on all transport orders	2 hrs	Tue 8/2/16	Tue 8/2/16
270	Obtain estimated delivery dates for ITS/WAP hardware materials	2 hrs	Tue 8/2/16	Tue 8/2/16
271	<b>Securus &amp; NY DOC Project Team Meeting - Touch Point</b>	1.75 days	Tue 8/2/16	Wed 8/3/16
272	Review installation schedule and integration requirements	2 hrs	Tue 8/2/16	Tue 8/2/16
273	Review telecom and hardware delivery schedules	3 hrs	Tue 8/2/16	Tue 8/2/16
274	Update plan & scope of work based on any new information obtained during site surveys	3 hrs	Tue 8/2/16	Wed 8/3/16
275	Update Risk Management & Mitigation Plan	2 hrs	Wed 8/3/16	Wed 8/3/16
276	Internal Securus review to update project plan	2 hrs	Wed 8/3/16	Wed 8/3/16
277	Produce updated project plan and review with NY DOC Team	2 hrs	Wed 8/3/16	Wed 8/3/16
278	<b>Engineering Schematics, Bill of Materials, and Manual of Procedure (MOP) Updates</b>	0.63 days	Thu 8/4/16	Thu 8/4/16
279	Use site survey data to update	2 hrs	Thu 8/4/16	Thu 8/4/16
280	Produce & execute change orders if necessary	1 hr	Thu 8/4/16	Thu 8/4/16
281	Produce finalized engineering and MOP documentation	1 hr	Thu 8/4/16	Thu 8/4/16
282	Host Securus Project Team review meeting to review updated MOP and timelines	1 hr	Thu 8/4/16	Thu 8/4/16
283	<b>Securus &amp; NY DOC Project Team Meeting - Touch Point / Final Project Plan Sign-Off</b>	0.38 days	Thu 8/4/16	Thu 8/4/16
284	Review updated project plan & MOP	1 hr	Thu 8/4/16	Thu 8/4/16
285	NY DOC Sign-Off on final plans	1 hr	Thu 8/4/16	Thu 8/4/16
286	Confirm building access & schedules for Securus Installation Teams	1 hr	Thu 8/4/16	Thu 8/4/16
287	<b>Pre-Install Preparation</b>	16.63 days	Fri 8/5/16	Mon 8/29/16
288	<b>Customer Provisioning</b>	0.63 days	Fri 8/5/16	Fri 8/5/16
289	Provisioning requirements/features for each Site - ITS/WAP Customer Configuration	1 hr	Fri 8/5/16	Fri 8/5/16
290	Submit Customer Configurations to Install Support	1 hr	Fri 8/5/16	Fri 8/5/16
291	Equipment Provisioned to Site requirements/features	1 hr	Fri 8/5/16	Fri 8/5/16
292	Quality Control Checkpoint - Customer Provisioning	2 hrs	Fri 8/5/16	Fri 8/5/16
293	<b>Customer Data Management</b>	1 day	Fri 8/5/16	Mon 8/8/16
294	Retrieve customer specific data (block number lists, free calling lists, etc) from existing equip	4 hrs	Fri 8/5/16	Mon 8/8/16
295	Site specific voice prompts & tag lines	1 hr	Mon 8/8/16	Mon 8/8/16



ID	Task Name	Duration	Start	Finish
296	Upload blocked number files	1 hr	Mon 8/8/16	Mon 8/8/16
297	Upload free and privileged number files	1 hr	Mon 8/8/16	Mon 8/8/16
298	Produce data migration plan for debit accounts and debit balances - coordinate transfers as each facility is migrated to Securus	1 hr	Mon 8/8/16	Mon 8/8/16
299	<b>OMS/E-Imports Integration</b>	<b>15 days</b>	<b>Mon 8/8/16</b>	<b>Mon 8/29/16</b>
300	Offender PIN account creation and management	1 wk	Mon 8/8/16	Mon 8/15/16
301	Offender PAN account creation and management	1 wk	Mon 8/15/16	Mon 8/22/16
302	Automated file delivery for account management and debit funds management	1 wk	Mon 8/22/16	Mon 8/29/16
303	<b>Project Execution Phase</b>	<b>32.88 days</b>	<b>Tue 7/19/16</b>	<b>Fri 9/2/16</b>
304	<b>Local Exchange Carrier (LEC) access for MPLS/DSL/CABLE Installation</b>	<b>0.13 days</b>	<b>Tue 7/26/16</b>	<b>Tue 7/26/16</b>
305	Confirm LEC access schedules with NY DOC contacts (LEC access only, Securus Technicians not required to be onsite)	1 hr	Tue 7/26/16	Tue 7/26/16
306	<b>LEC transport Installations:</b>	<b>15.38 days</b>	<b>Thu 8/4/16</b>	<b>Thu 8/25/16</b>
307	<b>Region 1 - Facilities</b>	<b>14.38 days</b>	<b>Thu 8/4/16</b>	<b>Wed 8/24/16</b>
308	CAPE VINCENT CORRECTIONAL FACILITY	3 hrs	Thu 8/4/16	Thu 8/4/16
309	WATERTOWN CORRECTIONAL FACILITY	3 hrs	Fri 8/5/16	Fri 8/5/16
310	GOUVERNEUR CORRECTIONAL FACILITY	3 hrs	Mon 8/8/16	Mon 8/8/16
311	RIVERVIEW CORRECTIONAL FACILITY	3 hrs	Tue 8/9/16	Tue 8/9/16
312	OGDENSBURG CORRECTIONAL FACILITY	3 hrs	Wed 8/10/16	Wed 8/10/16
313	FRANKLIN CORRECTIONAL FACILITY	3 hrs	Thu 8/11/16	Thu 8/11/16
314	BARE HILL CORRECTIONAL FACILITY	3 hrs	Fri 8/12/16	Fri 8/12/16
315	UPSTATE CORRECTIONAL FACILITY	3 hrs	Mon 8/15/16	Mon 8/15/16
316	CHATEAUGAY CORRECTIONAL FACILITY	3 hrs	Tue 8/16/16	Tue 8/16/16
317	ALTONA CORRECTIONAL FACILITY	3 hrs	Wed 8/17/16	Wed 8/17/16
318	CLINTON CORRECTIONAL FACILITY	3 hrs	Thu 8/18/16	Thu 8/18/16
319	ADIRONDACK CORRECTIONAL FACILITY	3 hrs	Fri 8/19/16	Fri 8/19/16
320	MORIAH SHOCK INCARCERATION CORRECTIONAL FACILITY	3 hrs	Mon 8/22/16	Mon 8/22/16
321	WASHINGTON CORRECTIONAL FACILITY	3 hrs	Tue 8/23/16	Tue 8/23/16
322	GREAT MEADOW CORRECTIONAL FACILITY	3 hrs	Wed 8/24/16	Wed 8/24/16
323	<b>Region 2 - Facilities</b>	<b>6.75 days</b>	<b>Mon 8/15/16</b>	<b>Wed 8/24/16</b>
324	WOODBOURNE CORRECTIONAL FACILITY	4 hrs	Mon 8/15/16	Tue 8/16/16
325	SULLIVAN CORRECTIONAL FACILITY	3 hrs	Mon 8/15/16	Mon 8/15/16
326	EASTERN NEW YORK CORRECTIONAL FACILITY	3 hrs	Mon 8/15/16	Mon 8/15/16
327	ULSTER CORRECTIONAL FACILITY	3 hrs	Mon 8/15/16	Mon 8/15/16
328	HUDSON CORRECTIONAL FACILITY	3 hrs	Wed 8/17/16	Wed 8/17/16
329	COXSACKIE CORRECTIONAL FACILITY	3 hrs	Wed 8/17/16	Wed 8/17/16
330	GREENE CORRECTIONAL FACILITY	3 hrs	Mon 8/15/16	Mon 8/15/16

ID	Task Name	Duration	Start	Finish
331	MT MCGREGOR CORRECTIONAL FACILITY	3 hrs	Mon 8/15/16	Mon 8/15/16
332	HALE CREEK CORRECTIONAL FACILITY	3 hrs	Mon 8/22/16	Mon 8/22/16
333	MID STATE CORRECTIONAL FACILITY	3 hrs	Mon 8/22/16	Mon 8/22/16
334	MARCY CORRECTIONAL FACILITY	3 hrs	Fri 8/19/16	Fri 8/19/16
335	MOHAWK CORRECTIONAL FACILITY	3 hrs	Mon 8/22/16	Mon 8/22/16
336	BUTLER CORRECTIONAL FACILITY	3 hrs	Mon 8/22/16	Mon 8/22/16
337	AUBURN CORRECTIONAL FACILITY	3 hrs	Tue 8/23/16	Tue 8/23/16
338	CAYUGA CORRECTIONAL FACILITY	3 hrs	Wed 8/24/16	Wed 8/24/16
339	<b>Region 3 - Facilities</b>	<b>15.38 days</b>	<b>Thu 8/4/16</b>	<b>Thu 8/25/16</b>
340	LAKEVIEW SHOCK INCARCERATION CORRECTIONAL FACILITY	3 hrs	Thu 8/4/16	Thu 8/4/16
341	GOWANDA CORRECTIONAL FACILITY	3 hrs	Fri 8/5/16	Fri 8/5/16
342	COLLINS CORRECTIONAL FACILITY	3 hrs	Mon 8/8/16	Mon 8/8/16
343	WENDE CORRECTIONAL FACILITY	3 hrs	Tue 8/9/16	Tue 8/9/16
344	ATTICA CORRECTIONAL FACILITY	3 hrs	Wed 8/10/16	Wed 8/10/16
345	WYOMING CORRECTIONAL FACILITY	3 hrs	Thu 8/11/16	Thu 8/11/16
346	ORLEANS CORRECTIONAL FACILITY	3 hrs	Fri 8/12/16	Fri 8/12/16
347	ALBION CORRECTIONAL FACILITY	3 hrs	Mon 8/15/16	Mon 8/15/16
348	ROCHESTER CORRECTIONAL FACILITY	3 hrs	Tue 8/16/16	Tue 8/16/16
349	LIVINGSTON CORRECTIONAL FACILITY	3 hrs	Wed 8/17/16	Wed 8/17/16
350	GROVELAND CORRECTIONAL FACILITY	3 hrs	Thu 8/18/16	Thu 8/18/16
351	FIVE POINTS CORRECTIONAL FACILITY	3 hrs	Fri 8/19/16	Fri 8/19/16
352	WILLARD DRUG TREATMENT CAMPUT	3 hrs	Mon 8/22/16	Mon 8/22/16
353	MONTEREY SHOCK INCARCERATION CORRECTIONAL FACILITY	3 hrs	Tue 8/23/16	Tue 8/23/16
354	SOUTHPORT CORRECTIONAL FACILITY	3 hrs	Wed 8/24/16	Wed 8/24/16
355	ELMIRA CORRECTIONAL FACILITY AND RECEPTION CENTER	3 hrs	Thu 8/25/16	Thu 8/25/16
356	<b>Region 4 - Facilities</b>	<b>8.38 days</b>	<b>Thu 8/11/16</b>	<b>Tue 8/23/16</b>
357	SHAWANGUNK CORRECTIONAL FACILITY	3 hrs	Fri 8/12/16	Fri 8/12/16
358	WALLKILL CORRECTIONAL FACILITY	3 hrs	Tue 8/16/16	Tue 8/16/16
359	OTISVILLE CORRECTIONAL FACILITY	3 hrs	Tue 8/16/16	Tue 8/16/16
360	FISHKILL CORRECTIONAL FACILITY	3 hrs	Mon 8/15/16	Mon 8/15/16
361	BEACON CORRECTIONAL FACILITY	3 hrs	Mon 8/15/16	Mon 8/15/16
362	DOWNSTATE CORRECTIONAL FACILITY	3 hrs	Thu 8/11/16	Thu 8/11/16
363	GREEN HAVEN CORRECTIONAL FACILITY	3 hrs	Fri 8/12/16	Fri 8/12/16
364	TACONIC CORRECTIONAL FACILITY	3 hrs	Mon 8/15/16	Mon 8/15/16
365	BEDFORD HILLS CORRECTIONAL FACILITY	3 hrs	Tue 8/16/16	Tue 8/16/16
366	SING SING CORRECTIONAL FACILITY	3 hrs	Wed 8/17/16	Wed 8/17/16
367	EDGECOMBE RESIDENTIAL TREATMENT FACILITY	3 hrs	Thu 8/18/16	Thu 8/18/16



ID	Task Name	Duration	Start	Finish
368	BAYVIEW CORRECTIONAL FACILITY	3 hrs	Fri 8/19/16	Fri 8/19/16
369	LINCOLN CORRECTIONAL FACILITY	3 hrs	Tue 8/23/16	Tue 8/23/16
370	QUEENSBORO CORRECTIONAL FACILITY	3 hrs	Tue 8/23/16	Tue 8/23/16
371	<b>Securus &amp; NY DOC Project Team Meeting - Touch Point</b>	<b>7.5 days</b>	<b>Wed 8/17/16</b>	<b>Fri 8/26/16</b>
372	Review current progress	1 hr	Thu 8/25/16	Thu 8/25/16
373	Confirm LEC Installations progress	1 day	Thu 8/25/16	Fri 8/26/16
374	Confirm hardware Shipments processed and verified each facility delivery locations	1 day	Wed 8/17/16	Wed 8/17/16
375	Review and confirm Securus Installation Team schedules and facility access	1 day	Thu 8/18/16	Thu 8/18/16
376	Review and confirm Securus/Vendor plan	1 day	Fri 8/19/16	Fri 8/19/16
377	Review remaining actions for project plan - Including Incumbent exit strategy and MOP for out-over to Securus	1 day	Mon 8/22/16	Mon 8/22/16
378	<b>OMS/E-Import Integration</b>	<b>11 days</b>	<b>Tue 7/19/16</b>	<b>Wed 8/3/16</b>
379	Test integration for PIN account creation and management	2 wks	Tue 7/19/16	Tue 8/2/16
380	Test integration for PAN account creation and management	2 wks	Tue 7/19/16	Tue 8/2/16
381	Test integration for automated file delivery	2 wks	Tue 7/19/16	Tue 8/2/16
382	Test inmate debit within Secure Call Platform	2 days	Tue 7/19/16	Thu 7/21/16
383	Certify integration	1 day	Tue 8/2/16	Wed 8/3/16
384	Produce plan for integration / SCP installation - coordinate integration to complete when site is migrated to SCP	1 day	Tue 8/2/16	Wed 8/3/16
385	<b>Facility Implementation of Hardware and Transport By Site</b>	<b>32.25 days</b>	<b>Tue 7/19/16</b>	<b>Fri 9/2/16</b>
386	<b>Installation Region 1 Facilities</b>	<b>26.88 days</b>	<b>Tue 7/19/16</b>	<b>Thu 8/25/16</b>
387	<b>CAPE VINCENT CORRECTIONAL FACILITY</b>	<b>5.38 days</b>	<b>Tue 7/19/16</b>	<b>Wed 7/27/16</b>
388	<b>Pre-Installation</b>	<b>4.38 days</b>	<b>Tue 7/19/16</b>	<b>Tue 7/26/16</b>
389	<b>Receipt &amp; Pre-Install ITS/WAP Tasks</b>	<b>1.38 days</b>	<b>Tue 7/19/16</b>	<b>Thu 7/21/16</b>
390	Receive Shipment at Site	1 hr	Tue 7/19/16	Tue 7/19/16
391	Verify shipment Content to Pick List	2 hrs	Wed 7/20/16	Wed 7/20/16
392	Telephone room preparation & wiring	1 day	Wed 7/20/16	Thu 7/21/16
393	Pre-Install Securus ITS/WAP equipment	1 day	Wed 7/20/16	Thu 7/21/16
394	<b>Install ITS Phones &amp; WAPs for Tablet Deployment</b>	<b>2 days</b>	<b>Thu 7/21/16</b>	<b>Mon 7/25/16</b>
395	Phone room wiring and installation activity	1 day	Thu 7/21/16	Fri 7/22/16
396	Facility wiring and cross connections	1 day	Thu 7/21/16	Fri 7/22/16
397	Telephone replacements & installation of WAPs in dormitories	1 day	Fri 7/22/16	Mon 7/25/16
398	<b>Quality Control Checkpoint: Customer Pre-Installation</b>	<b>1 day</b>	<b>Mon 7/25/16</b>	<b>Tue 7/26/16</b>
399	Verify equipment inventory & installation location	1 day	Mon 7/25/16	Tue 7/26/16
400	Verify electrical, network/telecom, and telephone & WAP installations meet or exceed standards	1 day	Mon 7/25/16	Tue 7/26/16
401	Complete Field Technician Checklist & return to Project Manager	1 day	Mon 7/25/16	Tue 7/26/16

ID	Task Name	Duration	Start	Finish
402	<b>Internal Quality Control Checkpoint: Equipment Testing / Functional Validation</b>	1 day	Tue 7/26/16	Wed 7/27/16
403	Verify all Features working properly	1 day	Tue 7/26/16	Wed 7/27/16
404	Verify phones work, port assignments/call groups set	1 day	Tue 7/26/16	Wed 7/27/16
405	Complete Test & Validation Checklist and return to Project Manager	1 day	Tue 7/26/16	Wed 7/27/16
406	<b>WATERTOWN CORRECTIONAL FACILITY</b>	5.38 days	Tue 7/19/16	Wed 7/27/16
407	<b>Pre-Installation</b>	4.38 days	Tue 7/19/16	Tue 7/26/16
408	<b>Receipt &amp; Pre-Install ITS/WAP Tasks</b>	1.38 days	Tue 7/19/16	Thu 7/21/16
409	Receive Shipment at Site	1 hr	Tue 7/19/16	Tue 7/19/16
410	Verify shipment Content to Pick List	2 hrs	Wed 7/20/16	Wed 7/20/16
411	Telephone room preparation & wiring	1 day	Wed 7/20/16	Thu 7/21/16
412	Pre-Install Securus ITS/WAP equipment	1 day	Wed 7/20/16	Thu 7/21/16
413	<b>Install ITS/WAP Phones</b>	2 days	Thu 7/21/16	Mon 7/25/16
414	Phone room wiring and installation activity	1 day	Thu 7/21/16	Fri 7/22/16
415	Facility wiring and cross connections	1 day	Thu 7/21/16	Fri 7/22/16
416	Telephone replacements/installation in dormitories	1 day	Fri 7/22/16	Mon 7/25/16
417	<b>Quality Control Checkpoint: Customer Pre-Installation</b>	1 day	Mon 7/25/16	Tue 7/26/16
418	Verify equipment inventory & installation location	1 day	Mon 7/25/16	Tue 7/26/16
419	Verify electrical, network/telecom, and telephone installations meet or exceed standa	1 day	Mon 7/25/16	Tue 7/26/16
420	Complete Field Technician Checklist & return to Project Manager	1 day	Mon 7/25/16	Tue 7/26/16
421	<b>Internal Quality Control Checkpoint: Equipment Testing / Functional Validation</b>	1 day	Tue 7/26/16	Wed 7/27/16
422	Verify all Features working properly	1 day	Tue 7/26/16	Wed 7/27/16
423	Verify phones work, port assignments/call groups set	1 day	Tue 7/26/16	Wed 7/27/16
424	Complete Test & Validation Checklist and return to Project Manager	1 day	Tue 7/26/16	Wed 7/27/16
425	<b>GOUVERNEUR CORRECTIONAL FACILITY</b>	5.38 days	Tue 7/19/16	Wed 7/27/16
426	<b>Pre-Installation</b>	4.38 days	Tue 7/19/16	Tue 7/26/16
427	<b>Receipt &amp; Pre-Install ITS/WAP Tasks</b>	1.38 days	Tue 7/19/16	Thu 7/21/16
428	Receive Shipment at Site	1 hr	Tue 7/19/16	Tue 7/19/16
429	Verify shipment Content to Pick List	2 hrs	Wed 7/20/16	Wed 7/20/16
430	Telephone room preparation & wiring	1 day	Wed 7/20/16	Thu 7/21/16
431	Pre-Install Securus ITS/WAP equipment	1 day	Wed 7/20/16	Thu 7/21/16
432	<b>Install ITS/WAP Phones</b>	2 days	Thu 7/21/16	Mon 7/25/16
433	Phone room wiring and installation activity	1 day	Thu 7/21/16	Fri 7/22/16
434	Facility wiring and cross connections	1 day	Thu 7/21/16	Fri 7/22/16
435	Telephone replacements/installation in dormitories	1 day	Fri 7/22/16	Mon 7/25/16
436	<b>Quality Control Checkpoint: Customer Pre-Installation</b>	1 day	Mon 7/25/16	Tue 7/26/16
437	Verify equipment inventory & installation location	1 day	Mon 7/25/16	Tue 7/26/16
438	Verify electrical, network/telecom, and telephone installations meet or exceed standa	1 day	Mon 7/25/16	Tue 7/26/16



ID	Task Name	Duration	Start	Finish
439	Complete Field Technician Checklist & return to Project Manager	1 day	Mon 7/25/16	Tue 7/26/16
440	<b>Internal Quality Control Checkpoint: Equipment Testing / Functional Validation</b>	1 day	Tue 7/26/16	Wed 7/27/16
441	Verify all Features working properly	1 day	Tue 7/26/16	Wed 7/27/16
442	Verify phones work, port assignments/call groups set	1 day	Tue 7/26/16	Wed 7/27/16
443	Complete Test & Validation Checklist and return to Project Manager	1 day	Tue 7/26/16	Wed 7/27/16
444	<b>RIVERVIEW CORRECTIONAL FACILITY</b>	5.38 days	Wed 7/27/16	Wed 8/3/16
445	<b>Pre-Installation</b>	4.38 days	Wed 7/27/16	Tue 8/2/16
446	<b>Receipt &amp; Pre-Install ITS/WAP Tasks</b>	1.38 days	Wed 7/27/16	Thu 7/28/16
447	Receive Shipment at Site	1 hr	Wed 7/27/16	Wed 7/27/16
448	Verify shipment Content to Pick List	2 hrs	Wed 7/27/16	Wed 7/27/16
449	Telephone room preparation & wiring	1 day	Wed 7/27/16	Thu 7/28/16
450	Pre-Install Securus ITS/WAP equipment	1 day	Wed 7/27/16	Thu 7/28/16
451	<b>Install ITS/WAP Phones</b>	2 days	Thu 7/28/16	Mon 8/1/16
452	Phone room wiring and installation activity	1 day	Thu 7/28/16	Fri 7/29/16
453	Facility wiring and cross connections	1 day	Thu 7/28/16	Fri 7/29/16
454	Telephone replacements/installation in dormitories	1 day	Fri 7/29/16	Mon 8/1/16
455	<b>Quality Control Checkpoint: Customer Pre-Installation</b>	1 day	Mon 8/1/16	Tue 8/2/16
456	Verify equipment inventory & installation location	1 day	Mon 8/1/16	Tue 8/2/16
457	Verify electrical network/telecom, and telephone installations meet or exceed standa	1 day	Mon 8/1/16	Tue 8/2/16
458	Complete Field Technician Checklist & return to Project Manager	1 day	Mon 8/1/16	Tue 8/2/16
459	<b>Internal Quality Control Checkpoint: Equipment Testing / Functional Validation</b>	1 day	Tue 8/2/16	Wed 8/3/16
460	Verify all Features working properly	1 day	Tue 8/2/16	Wed 8/3/16
461	Verify phones work, port assignments/call groups set	1 day	Tue 8/2/16	Wed 8/3/16
462	Complete Test & Validation Checklist and return to Project Manager	1 day	Tue 8/2/16	Wed 8/3/16
463	<b>OGDENSBURG CORRECTIONAL FACILITY</b>	5.38 days	Wed 7/27/16	Wed 8/3/16
464	<b>Pre-Installation</b>	4.38 days	Wed 7/27/16	Tue 8/2/16
465	<b>Receipt &amp; Pre-Install ITS/WAP Tasks</b>	1.38 days	Wed 7/27/16	Thu 7/28/16
466	Receive Shipment at Site	1 hr	Wed 7/27/16	Wed 7/27/16
467	Verify shipment Content to Pick List	2 hrs	Wed 7/27/16	Wed 7/27/16
468	Telephone room preparation & wiring	1 day	Wed 7/27/16	Thu 7/28/16
469	Pre-Install Securus ITS/WAP equipment	1 day	Wed 7/27/16	Thu 7/28/16
470	<b>Install ITS/WAP Phones</b>	2 days	Thu 7/28/16	Mon 8/1/16
471	Phone room wiring and installation activity	1 day	Thu 7/28/16	Fri 7/29/16
472	Facility wiring and cross connections	1 day	Thu 7/28/16	Fri 7/29/16
473	Telephone replacements/installation in dormitories	1 day	Fri 7/29/16	Mon 8/1/16
474	<b>Quality Control Checkpoint: Customer Pre-Installation</b>	1 day	Mon 8/1/16	Tue 8/2/16
475	Verify equipment inventory & installation location	1 day	Mon 8/1/16	Tue 8/2/16

ID	Task Name	Duration	Start	Finish
476	Verify electrical, network/telecom, and telephone installations meet or exceed standards	1 day	Mon 8/1/16	Tue 8/2/16
477	Complete Field Technician Checklist & return to Project Manager	1 day	Mon 8/1/16	Tue 8/2/16
478	<b>Internal Quality Control Checkpoint: Equipment Testing / Functional Validation</b>	<b>1 day</b>	<b>Tue 8/2/16</b>	<b>Wed 8/3/16</b>
479	Verify all Features working properly	1 day	Tue 8/2/16	Wed 8/3/16
480	Verify phones work, port assignments/call groups set	1 day	Tue 8/2/16	Wed 8/3/16
481	Complete Test & Validation Checklist and return to Project Manager	1 day	Tue 8/2/16	Wed 8/3/16
482	<b>FRANKLIN CORRECTIONAL FACILITY</b>	<b>5.38 days</b>	<b>Wed 7/27/16</b>	<b>Wed 8/3/16</b>
483	<b>Pre-Installation</b>	<b>4.38 days</b>	<b>Wed 7/27/16</b>	<b>Tue 8/2/16</b>
484	<b>Receipt &amp; Pre-Install ITS/WAP Tasks</b>	<b>1.38 days</b>	<b>Wed 7/27/16</b>	<b>Thu 7/28/16</b>
485	Receive Shipment at Site	1 hr	Wed 7/27/16	Wed 7/27/16
486	Verify shipment Content to Pick List	2 hrs	Wed 7/27/16	Wed 7/27/16
487	Telephone room preparation & wiring	1 day	Wed 7/27/16	Thu 7/28/16
488	Pre-Install Securus ITS/WAP equipment	1 day	Wed 7/27/16	Thu 7/28/16
489	<b>Install ITS/WAP Phones</b>	<b>2 days</b>	<b>Thu 7/28/16</b>	<b>Mon 8/1/16</b>
490	Phone room wiring and installation activity	1 day	Thu 7/28/16	Fri 7/29/16
491	Facility wiring and cross connections	1 day	Thu 7/28/16	Fri 7/29/16
492	Telephone replacements/installation in dormitories	1 day	Fri 7/29/16	Mon 8/1/16
493	<b>Quality Control Checkpoint: Customer Pre-Installation</b>	<b>1 day</b>	<b>Mon 8/1/16</b>	<b>Tue 8/2/16</b>
494	Verify equipment inventory & installation location	1 day	Mon 8/1/16	Tue 8/2/16
495	Verify electrical, network/telecom, and telephone installations meet or exceed standards	1 day	Mon 8/1/16	Tue 8/2/16
496	Complete Field Technician Checklist & return to Project Manager	1 day	Mon 8/1/16	Tue 8/2/16
497	<b>Internal Quality Control Checkpoint: Equipment Testing / Functional Validation</b>	<b>1 day</b>	<b>Tue 8/2/16</b>	<b>Wed 8/3/16</b>
498	Verify all Features working properly	1 day	Tue 8/2/16	Wed 8/3/16
499	Verify phones work, port assignments/call groups set	1 day	Tue 8/2/16	Wed 8/3/16
500	Complete Test & Validation Checklist and return to Project Manager	1 day	Tue 8/2/16	Wed 8/3/16
501	<b>BARE HILL CORRECTIONAL FACILITY</b>	<b>5.38 days</b>	<b>Wed 8/3/16</b>	<b>Wed 8/10/16</b>
502	<b>Pre-Installation</b>	<b>4.38 days</b>	<b>Wed 8/3/16</b>	<b>Tue 8/9/16</b>
503	<b>Receipt &amp; Pre-Install ITS/WAP Tasks</b>	<b>1.38 days</b>	<b>Wed 8/3/16</b>	<b>Thu 8/4/16</b>
504	Receive Shipment at Site	1 hr	Wed 8/3/16	Wed 8/3/16
505	Verify shipment Content to Pick List	2 hrs	Wed 8/3/16	Wed 8/3/16
506	Telephone room preparation & wiring	1 day	Thu 8/4/16	Thu 8/4/16
507	Pre-Install Securus ITS/WAP equipment	1 day	Thu 8/4/16	Thu 8/4/16
508	<b>Install ITS/WAP Phones</b>	<b>2 days</b>	<b>Fri 8/5/16</b>	<b>Mon 8/8/16</b>
509	Phone room wiring and installation activity	1 day	Fri 8/5/16	Fri 8/5/16
510	Facility wiring and cross connections	1 day	Fri 8/5/16	Fri 8/5/16
511	Telephone replacements/installation in dormitories	1 day	Mon 8/8/16	Mon 8/8/16
512	<b>Quality Control Checkpoint: Customer Pre-Installation</b>	<b>1 day</b>	<b>Tue 8/9/16</b>	<b>Tue 8/9/16</b>



ID	Task Name	Duration	Start	Finish
513	Verify equipment inventory & installation location	1 day	Tue 8/9/16	Tue 8/9/16
514	Verify electrical, network/telecom, and telephone installations meet or exceed standards	1 day	Tue 8/9/16	Tue 8/9/16
515	Complete Field Technician Checklist & return to Project Manager	1 day	Tue 8/9/16	Tue 8/9/16
516	<b>Internal Quality Control Checkpoint: Equipment Testing / Functional Validation</b>	<b>1 day</b>	<b>Wed 8/10/16</b>	<b>Wed 8/10/16</b>
517	Verify all Features working properly	1 day	Wed 8/10/16	Wed 8/10/16
518	Verify phones work, port assignments/call groups set	1 day	Wed 8/10/16	Wed 8/10/16
519	Complete Test & Validation Checklist and return to Project Manager	1 day	Wed 8/10/16	Wed 8/10/16
520	<b>UPSTATE CORRECTIONAL FACILITY</b>	<b>5.38 days</b>	<b>Wed 8/3/16</b>	<b>Wed 8/10/16</b>
521	<b>Pre-Installation</b>	<b>4.38 days</b>	<b>Wed 8/3/16</b>	<b>Tue 8/9/16</b>
522	<b>Receipt &amp; Pre-Install ITS/WAP Tasks</b>	<b>1.38 days</b>	<b>Wed 8/3/16</b>	<b>Thu 8/4/16</b>
523	Receive Shipment at Site	1 hr	Wed 8/3/16	Wed 8/3/16
524	Verify shipment Content to Pick List	2 hrs	Wed 8/3/16	Wed 8/3/16
525	Telephone room preparation & wiring	1 day	Thu 8/4/16	Thu 8/4/16
526	Pre-Install Securus ITS/WAP equipment	1 day	Thu 8/4/16	Thu 8/4/16
527	<b>Install ITS/WAP Phones</b>	<b>2 days</b>	<b>Fri 8/5/16</b>	<b>Mon 8/8/16</b>
528	Phone room wiring and installation activity	1 day	Fri 8/5/16	Fri 8/5/16
529	Facility wiring and cross connections	1 day	Fri 8/5/16	Fri 8/5/16
530	Telephone replacements/installation in dormitories	1 day	Mon 8/8/16	Mon 8/8/16
531	<b>Quality Control Checkpoint: Customer Pre-Installation</b>	<b>1 day</b>	<b>Tue 8/9/16</b>	<b>Tue 8/9/16</b>
532	Verify equipment inventory & installation location	1 day	Tue 8/9/16	Tue 8/9/16
533	Verify electrical, network/telecom, and telephone installations meet or exceed standards	1 day	Tue 8/9/16	Tue 8/9/16
534	Complete Field Technician Checklist & return to Project Manager	1 day	Tue 8/9/16	Tue 8/9/16
535	<b>Internal Quality Control Checkpoint: Equipment Testing / Functional Validation</b>	<b>1 day</b>	<b>Wed 8/10/16</b>	<b>Wed 8/10/16</b>
536	Verify all Features working properly	1 day	Wed 8/10/16	Wed 8/10/16
537	Verify phones work, port assignments/call groups set	1 day	Wed 8/10/16	Wed 8/10/16
538	Complete Test & Validation Checklist and return to Project Manager	1 day	Wed 8/10/16	Wed 8/10/16
539	<b>CHATEAUGAY CORRECTIONAL FACILITY</b>	<b>5.38 days</b>	<b>Wed 8/3/16</b>	<b>Wed 8/10/16</b>
540	<b>Pre-Installation</b>	<b>4.38 days</b>	<b>Wed 8/3/16</b>	<b>Tue 8/9/16</b>
541	<b>Receipt &amp; Pre-Install ITS/WAP Tasks</b>	<b>1.38 days</b>	<b>Wed 8/3/16</b>	<b>Thu 8/4/16</b>
542	Receive Shipment at Site	1 hr	Wed 8/3/16	Wed 8/3/16
543	Verify shipment Content to Pick List	2 hrs	Wed 8/3/16	Wed 8/3/16
544	Telephone room preparation & wiring	1 day	Thu 8/4/16	Thu 8/4/16
545	Pre-Install Securus ITS/WAP equipment	1 day	Thu 8/4/16	Thu 8/4/16
546	<b>Install ITS/WAP Phones</b>	<b>2 days</b>	<b>Fri 8/5/16</b>	<b>Mon 8/8/16</b>
547	Phone room wiring and installation activity	1 day	Fri 8/5/16	Fri 8/5/16
548	Facility wiring and cross connections	1 day	Fri 8/5/16	Fri 8/5/16
549	Telephone replacements/installation in dormitories	1 day	Mon 8/8/16	Mon 8/8/16

ID	Task Name	Duration	Start	Finish
550	<b>Quality Control Checkpoint: Customer Pre-Installation</b>	1 day	Tue 8/9/16	Tue 8/9/16
551	Verify equipment inventory & installation location	1 day	Tue 8/9/16	Tue 8/9/16
552	Verify electrical network/telecom, and telephone installations meet or exceed standards	1 day	Tue 8/9/16	Tue 8/9/16
553	Complete Field Technician Checklist & return to Project Manager	1 day	Tue 8/9/16	Tue 8/9/16
554	<b>Internal Quality Control Checkpoint: Equipment Testing / Functional Validation</b>	1 day	Wed 8/10/16	Wed 8/10/16
555	Verify all Features working properly	1 day	Wed 8/10/16	Wed 8/10/16
556	Verify phones work, port assignments/call groups set	1 day	Wed 8/10/16	Wed 8/10/16
557	Complete Test & Validation Checklist and return to Project Manager	1 day	Wed 8/10/16	Wed 8/10/16
558	<b>ALTONA CORRECTIONAL FACILITY</b>	5.38 days	Thu 8/11/16	Thu 8/18/16
559	<b>Pre-Installation</b>	4.38 days	Thu 8/11/16	Wed 8/17/16
560	<b>Receipt &amp; Pre-Install ITS/WAP Tasks</b>	1.38 days	Thu 8/11/16	Fri 8/12/16
561	Receive Shipment at Site	1 hr	Thu 8/11/16	Thu 8/11/16
562	Verify shipment Content to Pick List	2 hrs	Thu 8/11/16	Thu 8/11/16
563	Telephone room preparation & wiring	1 day	Thu 8/11/16	Fri 8/12/16
564	Pre-Install Securus ITS/WAP equipment	1 day	Thu 8/11/16	Fri 8/12/16
565	<b>Install ITS/WAP Phones</b>	2 days	Fri 8/12/16	Tue 8/16/16
566	Phone room wiring and installation activity	1 day	Fri 8/12/16	Mon 8/15/16
567	Facility wiring and cross connections	1 day	Fri 8/12/16	Mon 8/15/16
568	Telephone replacements/installation in dormitories	1 day	Mon 8/15/16	Tue 8/16/16
569	<b>Quality Control Checkpoint: Customer Pre-Installation</b>	1 day	Tue 8/16/16	Wed 8/17/16
570	Verify equipment inventory & installation location	1 day	Tue 8/16/16	Wed 8/17/16
571	Verify electrical network/telecom, and telephone installations meet or exceed standards	1 day	Tue 8/16/16	Wed 8/17/16
572	Complete Field Technician Checklist & return to Project Manager	1 day	Tue 8/16/16	Wed 8/17/16
573	<b>Internal Quality Control Checkpoint: Equipment Testing / Functional Validation</b>	1 day	Wed 8/17/16	Thu 8/18/16
574	Verify all Features working properly	1 day	Wed 8/17/16	Thu 8/18/16
575	Verify phones work, port assignments/call groups set	1 day	Wed 8/17/16	Thu 8/18/16
576	Complete Test & Validation Checklist and return to Project Manager	1 day	Wed 8/17/16	Thu 8/18/16
577	<b>CLINTON CORRECTIONAL FACILITY</b>	5.38 days	Thu 8/11/16	Thu 8/18/16
578	<b>Pre-Installation</b>	4.38 days	Thu 8/11/16	Wed 8/17/16
579	<b>Receipt &amp; Pre-Install ITS/WAP Tasks</b>	1.38 days	Thu 8/11/16	Fri 8/12/16
580	Receive Shipment at Site	1 hr	Thu 8/11/16	Thu 8/11/16
581	Verify shipment Content to Pick List	2 hrs	Thu 8/11/16	Thu 8/11/16
582	Telephone room preparation & wiring	1 day	Thu 8/11/16	Fri 8/12/16
583	Pre-Install Securus ITS/WAP equipment	1 day	Thu 8/11/16	Fri 8/12/16
584	<b>Install ITS/WAP Phones</b>	2 days	Fri 8/12/16	Tue 8/16/16
585	Phone room wiring and installation activity	1 day	Fri 8/12/16	Mon 8/15/16
586	Facility wiring and cross connections	1 day	Fri 8/12/16	Mon 8/15/16



ID	Task Name	Duration	Start	Finish
587	Telephone replacements/installation in dormitories	1 day	Mon 8/15/16	Tue 8/16/16
588	<b>Quality Control Checkpoint: Customer Pre-Installation</b>	1 day	Tue 8/16/16	Wed 8/17/16
589	Verify equipment inventory & installation location	1 day	Tue 8/16/16	Wed 8/17/16
590	Verify electrical network/telecom, and telephone installations meet or exceed standards	1 day	Tue 8/16/16	Wed 8/17/16
591	Complete Field Technician Checklist & return to Project Manager	1 day	Tue 8/16/16	Wed 8/17/16
592	<b>Internal Quality Control Checkpoint: Equipment Testing / Functional Validation</b>	1 day	Wed 8/17/16	Thu 8/18/16
593	Verify all Features working properly	1 day	Wed 8/17/16	Thu 8/18/16
594	Verify phones work, port assignments/call groups set	1 day	Wed 8/17/16	Thu 8/18/16
595	Complete Test & Validation Checklist and return to Project Manager	1 day	Wed 8/17/16	Thu 8/18/16
596	<b>ADIRONDACK CORRECTIONAL FACILITY</b>			
597	<b>Pre-Installation</b>	5.38 days	Thu 8/11/16	Thu 8/18/16
598	<b>Receipt &amp; Pre-Install ITS/WAP Tasks</b>	4.38 days	Thu 8/11/16	Wed 8/17/16
599	Receive Shipment at Site	1.38 days	Thu 8/11/16	Fri 8/12/16
600	Verify shipment Content to Pick List	1 hr	Thu 8/11/16	Thu 8/11/16
601	Telephone room preparation & wiring	2 hrs	Thu 8/11/16	Thu 8/11/16
602	Pre-Install Securus ITS/WAP equipment	1 day	Thu 8/11/16	Fri 8/12/16
603	<b>Install ITS/WAP Phones</b>	1 day	Thu 8/11/16	Fri 8/12/16
604	Phone room wiring and installation activity	2 days	Fri 8/12/16	Tue 8/16/16
605	Facility wiring and cross connections	1 day	Fri 8/12/16	Mon 8/15/16
606	Telephone replacements/installation in dormitories	1 day	Fri 8/12/16	Mon 8/15/16
607	<b>Quality Control Checkpoint: Customer Pre-Installation</b>	1 day	Mon 8/15/16	Tue 8/16/16
608	Verify equipment inventory & installation location	1 day	Tue 8/16/16	Wed 8/17/16
609	Verify electrical network/telecom, and telephone installations meet or exceed standards	1 day	Tue 8/16/16	Wed 8/17/16
610	Complete Field Technician Checklist & return to Project Manager	1 day	Tue 8/16/16	Wed 8/17/16
611	<b>Internal Quality Control Checkpoint: Equipment Testing / Functional Validation</b>	1 day	Wed 8/17/16	Thu 8/18/16
612	Verify all Features working properly	1 day	Wed 8/17/16	Thu 8/18/16
613	Verify phones work, port assignments/call groups set	1 day	Wed 8/17/16	Thu 8/18/16
614	Complete Test & Validation Checklist and return to Project Manager	1 day	Wed 8/17/16	Thu 8/18/16
615	<b>MORIAH SHOCK INCARCERATION CORRECTIONAL FACILITY</b>			
616	<b>Pre-Installation</b>	5.38 days	Thu 8/18/16	Thu 8/25/16
617	<b>Receipt &amp; Pre-Install ITS/WAP Tasks</b>	4.38 days	Thu 8/18/16	Wed 8/24/16
618	Receive Shipment at Site	1.38 days	Thu 8/18/16	Fri 8/19/16
619	Verify shipment Content to Pick List	1 hr	Thu 8/18/16	Thu 8/18/16
620	Telephone room preparation & wiring	2 hrs	Thu 8/18/16	Thu 8/18/16
621	Pre-Install Securus ITS/WAP equipment	1 day	Thu 8/18/16	Fri 8/19/16
622	<b>Install ITS/WAP Phones</b>	1 day	Thu 8/18/16	Fri 8/19/16
623	Phone room wiring and installation activity	2 days	Fri 8/19/16	Tue 8/23/16
		1 day	Fri 8/19/16	Mon 8/22/16

ID	Task Name	Duration	Start	Finish
624	Facility wiring and cross connections	1 day	Fri 8/19/16	Mon 8/22/16
625	Telephone replacements/installation in dormitories	1 day	Mon 8/22/16	Tue 8/23/16
626	<b>Quality Control Checkpoint: Customer Pre-Installation</b>	1 day	Tue 8/23/16	Wed 8/24/16
627	Verify equipment inventory & installation location	1 day	Tue 8/23/16	Wed 8/24/16
628	Verify electrical, network/telecom, and telephone installations meet or exceed standards	1 day	Tue 8/23/16	Wed 8/24/16
629	Complete Field Technician Checklist & return to Project Manager	1 day	Tue 8/23/16	Wed 8/24/16
630	<b>Internal Quality Control Checkpoint: Equipment Testing / Functional Validation</b>	1 day	Wed 8/24/16	Thu 8/25/16
631	Verify all Features working properly	1 day	Wed 8/24/16	Thu 8/25/16
632	Verify phones work, port assignments/call groups set	1 day	Wed 8/24/16	Thu 8/25/16
633	Complete Test & Validation Checklist and return to Project Manager	1 day	Wed 8/24/16	Thu 8/25/16
634	<b>WASHINGTON CORRECTIONAL FACILITY</b>	5.38 days	Thu 8/18/16	Thu 8/25/16
635	<b>Pre-Installation</b>	4.38 days	Thu 8/18/16	Wed 8/24/16
636	<b>Receipt &amp; Pre-Install ITSWAP Tasks</b>	1.38 days	Thu 8/18/16	Fri 8/19/16
637	Receive Shipment at Site	1 hr	Thu 8/18/16	Thu 8/18/16
638	Verify shipment Content to Pick List	2 hrs	Thu 8/18/16	Thu 8/18/16
639	Telephone room preparation & wiring	1 day	Thu 8/18/16	Fri 8/19/16
640	Pre-Install Securus ITSWAP equipment	1 day	Thu 8/18/16	Fri 8/19/16
641	<b>Install ITSWAP Phones</b>	2 days	Fri 8/19/16	Tue 8/23/16
642	Phone room wiring and installation activity	1 day	Fri 8/19/16	Mon 8/22/16
643	Facility wiring and cross connections	1 day	Fri 8/19/16	Mon 8/22/16
644	Telephone replacements/installation in dormitories	1 day	Mon 8/22/16	Tue 8/23/16
645	<b>Quality Control Checkpoint: Customer Pre-Installation</b>	1 day	Tue 8/23/16	Wed 8/24/16
646	Verify equipment inventory & installation location	1 day	Tue 8/23/16	Wed 8/24/16
647	Verify electrical, network/telecom, and telephone installations meet or exceed standards	1 day	Tue 8/23/16	Wed 8/24/16
648	Complete Field Technician Checklist & return to Project Manager	1 day	Tue 8/23/16	Wed 8/24/16
649	<b>Internal Quality Control Checkpoint: Equipment Testing / Functional Validation</b>	1 day	Wed 8/24/16	Thu 8/25/16
650	Verify all Features working properly	1 day	Wed 8/24/16	Thu 8/25/16
651	Verify phones work, port assignments/call groups set	1 day	Wed 8/24/16	Thu 8/25/16
652	Complete Test & Validation Checklist and return to Project Manager	1 day	Wed 8/24/16	Thu 8/25/16
653	<b>GREAT MEADOW CORRECTIONAL FACILITY</b>	5.38 days	Thu 8/18/16	Thu 8/25/16
654	<b>Pre-Installation</b>	4.38 days	Thu 8/18/16	Wed 8/24/16
655	<b>Receipt &amp; Pre-Install ITSWAP Tasks</b>	1.38 days	Thu 8/18/16	Fri 8/19/16
656	Receive Shipment at Site	1 hr	Thu 8/18/16	Thu 8/18/16
657	Verify shipment Content to Pick List	2 hrs	Thu 8/18/16	Thu 8/18/16
658	Telephone room preparation & wiring	1 day	Thu 8/18/16	Fri 8/19/16
659	Pre-Install Securus ITSWAP equipment	1 day	Thu 8/18/16	Fri 8/19/16
660	<b>Install ITSWAP Phones</b>	2 days	Fri 8/19/16	Tue 8/23/16



ID	Task Name	Duration	Start	Finish
661	Phone room wiring and installation activity	1 day	Fri 8/19/16	Mon 8/22/16
662	Facility wiring and cross connections	1 day	Fri 8/19/16	Mon 8/22/16
663	Telephone replacements/installation in dormitories	1 day	Mon 8/22/16	Tue 8/23/16
664	<b>Quality Control Checkpoint: Customer Pre-Installation</b>	<b>1 day</b>	<b>Tue 8/23/16</b>	<b>Wed 8/24/16</b>
665	Verify equipment inventory & installation location	1 day	Tue 8/23/16	Wed 8/24/16
666	Verify electrical, network/telecom, and telephone installations meet or exceed standards	1 day	Tue 8/23/16	Wed 8/24/16
667	Complete Field Technician Checklist & return to Project Manager	1 day	Tue 8/23/16	Wed 8/24/16
668	<b>Internal Quality Control Checkpoint: Equipment Testing / Functional Validation</b>	<b>1 day</b>	<b>Wed 8/24/16</b>	<b>Thu 8/25/16</b>
669	Verify all Features working properly	1 day	Wed 8/24/16	Thu 8/25/16
670	Verify phones work, port assignments/call groups set	1 day	Wed 8/24/16	Thu 8/25/16
671	Complete Test & Validation Checklist and return to Project Manager	1 day	Wed 8/24/16	Thu 8/25/16
672	<b>Installation Region 2 Facilities</b>	<b>26.88 days</b>	<b>Tue 7/19/16</b>	<b>Thu 8/25/16</b>
673	<b>WOODBOURNE CORRECTIONAL FACILITY</b>	<b>5.38 days</b>	<b>Tue 7/19/16</b>	<b>Wed 7/27/16</b>
674	<b>Pre-Installation</b>	<b>4.38 days</b>	<b>Tue 7/19/16</b>	<b>Tue 7/26/16</b>
675	<b>Receipt &amp; Pre-Install ITS/WAP Tasks</b>	<b>1.38 days</b>	<b>Tue 7/19/16</b>	<b>Thu 7/21/16</b>
676	Receive Shipment at Site	1 hr	Tue 7/19/16	Tue 7/19/16
677	Verify shipment Content to Pick List	2 hrs	Wed 7/20/16	Wed 7/20/16
678	Telephone room preparation & wiring	1 day	Wed 7/20/16	Thu 7/21/16
679	Pre-Install Securus IT SWAP equipment	1 day	Wed 7/20/16	Thu 7/21/16
680	<b>Install ITS/WAP Phones</b>	<b>2 days</b>	<b>Thu 7/21/16</b>	<b>Mon 7/25/16</b>
681	Phone room wiring and installation activity	1 day	Thu 7/21/16	Fri 7/22/16
682	Facility wiring and cross connections	1 day	Thu 7/21/16	Fri 7/22/16
683	Telephone replacements/installation in dormitories	1 day	Fri 7/22/16	Mon 7/25/16
684	<b>Quality Control Checkpoint: Customer Pre-Installation</b>	<b>1 day</b>	<b>Mon 7/25/16</b>	<b>Tue 7/26/16</b>
685	Verify equipment inventory & installation location	1 day	Mon 7/25/16	Tue 7/26/16
686	Verify electrical, network/telecom, and telephone installations meet or exceed standards	1 day	Mon 7/25/16	Tue 7/26/16
687	Complete Field Technician Checklist & return to Project Manager	1 day	Mon 7/25/16	Tue 7/26/16
688	<b>Internal Quality Control Checkpoint: Equipment Testing / Functional Validation</b>	<b>1 day</b>	<b>Tue 7/26/16</b>	<b>Wed 7/27/16</b>
689	Verify all Features working properly	1 day	Tue 7/26/16	Wed 7/27/16
690	Verify phones work, port assignments/call groups set	1 day	Tue 7/26/16	Wed 7/27/16
691	Complete Test & Validation Checklist and return to Project Manager	1 day	Tue 7/26/16	Wed 7/27/16
692	<b>SULLIVAN CORRECTIONAL FACILITY</b>	<b>5.38 days</b>	<b>Tue 7/19/16</b>	<b>Wed 7/27/16</b>
693	<b>Pre-Installation</b>	<b>4.38 days</b>	<b>Tue 7/19/16</b>	<b>Tue 7/26/16</b>
694	<b>Receipt &amp; Pre-Install ITS/WAP Tasks</b>	<b>1.38 days</b>	<b>Tue 7/19/16</b>	<b>Thu 7/21/16</b>
695	Receive Shipment at Site	1 hr	Tue 7/19/16	Tue 7/19/16
696	Verify shipment Content to Pick List	2 hrs	Wed 7/20/16	Wed 7/20/16
697	Telephone room preparation & wiring	1 day	Wed 7/20/16	Thu 7/21/16

ID	Task Name	Duration	Start	Finish
698	Pre-Install Securus ITSWAP equipment	1 day	Wed 7/20/16	Thu 7/21/16
699	<b>Install ITSWAP Phones</b>	<b>2 days</b>	<b>Thu 7/21/16</b>	<b>Mon 7/25/16</b>
700	Phone room wiring and installation activity	1 day	Thu 7/21/16	Fri 7/22/16
701	Facility wiring and cross connections	1 day	Thu 7/21/16	Fri 7/22/16
702	Telephone replacements/installation in dormitories	1 day	Fri 7/22/16	Mon 7/25/16
703	<b>Quality Control Checkpoint: Customer Pre-Installation</b>	<b>1 day</b>	<b>Mon 7/25/16</b>	<b>Tue 7/26/16</b>
704	Verify equipment inventory & installation location	1 day	Mon 7/25/16	Tue 7/26/16
705	Verify electrical network/telecom, and telephone installations meet or exceed standa	1 day	Mon 7/25/16	Tue 7/26/16
706	Complete Field Technician Checklist & return to Project Manager	1 day	Mon 7/25/16	Tue 7/26/16
707	<b>Internal Quality Control Checkpoint: Equipment Testing / Functional Validation</b>	<b>1 day</b>	<b>Tue 7/26/16</b>	<b>Wed 7/27/16</b>
708	Verify all Features working properly	1 day	Tue 7/26/16	Wed 7/27/16
709	Verify phones work, port assignments/call groups set	1 day	Tue 7/26/16	Wed 7/27/16
710	Complete Test & Validation Checklist and return to Project Manager	1 day	Tue 7/26/16	Wed 7/27/16
711	<b>EASTERN NEW YORK CORRECTIONAL FACILITY</b>	<b>5.38 days</b>	<b>Tue 7/19/16</b>	<b>Wed 7/27/16</b>
712	<b>Pre-Installation</b>	<b>4.38 days</b>	<b>Tue 7/19/16</b>	<b>Tue 7/26/16</b>
713	<b>Receipt &amp; Pre-Install ITSWAP Tasks</b>	<b>1.38 days</b>	<b>Tue 7/19/16</b>	<b>Thu 7/21/16</b>
714	Receive Shipment at Site	1 hr	Tue 7/19/16	Tue 7/19/16
715	Verify shipment Content to Pick List	2 hrs	Wed 7/20/16	Wed 7/20/16
716	Telephone room preparation & wiring	1 day	Wed 7/20/16	Thu 7/21/16
717	Pre-Install Securus ITSWAP equipment	1 day	Wed 7/20/16	Thu 7/21/16
718	<b>Install ITSWAP Phones</b>	<b>2 days</b>	<b>Thu 7/21/16</b>	<b>Mon 7/25/16</b>
719	Phone room wiring and installation activity	1 day	Thu 7/21/16	Fri 7/22/16
720	Facility wiring and cross connections	1 day	Thu 7/21/16	Fri 7/22/16
721	Telephone replacements/installation in dormitories	1 day	Fri 7/22/16	Mon 7/25/16
722	<b>Quality Control Checkpoint: Customer Pre-Installation</b>	<b>1 day</b>	<b>Mon 7/25/16</b>	<b>Tue 7/26/16</b>
723	Verify equipment inventory & installation location	1 day	Mon 7/25/16	Tue 7/26/16
724	Verify electrical network/telecom, and telephone installations meet or exceed standa	1 day	Mon 7/25/16	Tue 7/26/16
725	Complete Field Technician Checklist & return to Project Manager	1 day	Mon 7/25/16	Tue 7/26/16
726	<b>Internal Quality Control Checkpoint: Equipment Testing / Functional Validation</b>	<b>1 day</b>	<b>Tue 7/26/16</b>	<b>Wed 7/27/16</b>
727	Verify all Features working properly	1 day	Tue 7/26/16	Wed 7/27/16
728	Verify phones work, port assignments/call groups set	1 day	Tue 7/26/16	Wed 7/27/16
729	Complete Test & Validation Checklist and return to Project Manager	1 day	Tue 7/26/16	Wed 7/27/16
730	<b>ULSTER CORRECTIONAL FACILITY</b>	<b>5.38 days</b>	<b>Wed 7/27/16</b>	<b>Wed 8/3/16</b>
731	<b>Pre-Installation</b>	<b>4.38 days</b>	<b>Wed 7/27/16</b>	<b>Tue 8/2/16</b>
732	<b>Receipt &amp; Pre-Install ITSWAP Tasks</b>	<b>1.38 days</b>	<b>Wed 7/27/16</b>	<b>Thu 7/28/16</b>
733	Receive Shipment at Site	1 hr	Wed 7/27/16	Wed 7/27/16
734	Verify shipment Content to Pick List	2 hrs	Wed 7/27/16	Wed 7/27/16



ID	Task Name	Duration	Start	Finish
735	Telephone room preparation & wiring	1 day	Wed 7/27/16	Thu 7/28/16
736	Pre-Install Securus ITS/WAP equipment	1 day	Wed 7/27/16	Thu 7/28/16
737	<b>Install ITS/WAP Phones</b>	<b>2 days</b>	<b>Thu 7/28/16</b>	<b>Mon 8/1/16</b>
738	Phone room wiring and installation activity	1 day	Thu 7/28/16	Fri 7/29/16
739	Facility wiring and cross connections	1 day	Thu 7/28/16	Fri 7/29/16
740	Telephone replacements/installation in dormitories	1 day	Fri 7/29/16	Mon 8/1/16
741	<b>Quality Control Checkpoint: Customer Pre-Installation</b>	<b>1 day</b>	<b>Mon 8/1/16</b>	<b>Tue 8/2/16</b>
742	Verify equipment inventory & installation location	1 day	Mon 8/1/16	Tue 8/2/16
743	Verify electrical network/telecom, and telephone installations meet or exceed standards	1 day	Mon 8/1/16	Tue 8/2/16
744	Complete Field Technician Checklist & return to Project Manager	1 day	Mon 8/1/16	Tue 8/2/16
745	<b>Internal Quality Control Checkpoint: Equipment Testing / Functional Validation</b>	<b>1 day</b>	<b>Tue 8/2/16</b>	<b>Wed 8/3/16</b>
746	Verify all Features working properly	1 day	Tue 8/2/16	Wed 8/3/16
747	Verify phones work, port assignments/call groups set	1 day	Tue 8/2/16	Wed 8/3/16
748	Complete Test & Validation Checklist and return to Project Manager	1 day	Tue 8/2/16	Wed 8/3/16
749	<b>HUDSON CORRECTIONAL FACILITY</b>			
750	<b>Pre-Installation</b>	<b>5.38 days</b>	<b>Wed 7/27/16</b>	<b>Wed 8/3/16</b>
751	<b>Receipt &amp; Pre-Install ITS/WAP Tasks</b>	<b>4.38 days</b>	<b>Wed 7/27/16</b>	<b>Tue 8/2/16</b>
752	Receive Shipment at Site	1 hr	Wed 7/27/16	Wed 7/27/16
753	Verify shipment Content to Pick List	2 hrs	Wed 7/27/16	Wed 7/27/16
754	Telephone room preparation & wiring	1 day	Wed 7/27/16	Thu 7/28/16
755	Pre-Install Securus ITS/WAP equipment	1 day	Wed 7/27/16	Thu 7/28/16
756	<b>Install ITS/WAP Phones</b>	<b>2 days</b>	<b>Thu 7/28/16</b>	<b>Mon 8/1/16</b>
757	Phone room wiring and installation activity	1 day	Thu 7/28/16	Fri 7/29/16
758	Facility wiring and cross connections	1 day	Thu 7/28/16	Fri 7/29/16
759	Telephone replacements/installation in dormitories	1 day	Fri 7/29/16	Mon 8/1/16
760	<b>Quality Control Checkpoint: Customer Pre-Installation</b>	<b>1 day</b>	<b>Mon 8/1/16</b>	<b>Tue 8/2/16</b>
761	Verify equipment inventory & installation location	1 day	Mon 8/1/16	Tue 8/2/16
762	Verify electrical network/telecom, and telephone installations meet or exceed standards	1 day	Mon 8/1/16	Tue 8/2/16
763	Complete Field Technician Checklist & return to Project Manager	1 day	Mon 8/1/16	Tue 8/2/16
764	<b>Internal Quality Control Checkpoint: Equipment Testing / Functional Validation</b>	<b>1 day</b>	<b>Tue 8/2/16</b>	<b>Wed 8/3/16</b>
765	Verify all Features working properly	1 day	Tue 8/2/16	Wed 8/3/16
766	Verify phones work, port assignments/call groups set	1 day	Tue 8/2/16	Wed 8/3/16
767	Complete Test & Validation Checklist and return to Project Manager	1 day	Tue 8/2/16	Wed 8/3/16
768	<b>COXSACKIE CORRECTIONAL FACILITY</b>			
769	<b>Pre-Installation</b>	<b>5.38 days</b>	<b>Wed 7/27/16</b>	<b>Wed 8/3/16</b>
770	<b>Receipt &amp; Pre-Install ITS/WAP Tasks</b>	<b>4.38 days</b>	<b>Wed 7/27/16</b>	<b>Tue 8/2/16</b>
771	Receive Shipment at Site	1 hr	Wed 7/27/16	Wed 7/27/16

ID	Task Name	Duration	Start	Finish
772	Verify shipment Content to Pick List	2 hrs	Wed 7/27/16	Wed 7/27/16
773	Telephone room preparation & wiring	1 day	Wed 7/27/16	Thu 7/28/16
774	Pre-Install Securus ITSWAP equipment	1 day	Wed 7/27/16	Thu 7/28/16
775	<b>Install ITSWAP Phones</b>	<b>2 days</b>	<b>Thu 7/28/16</b>	<b>Mon 8/1/16</b>
776	Phone room wiring and installation activity	1 day	Thu 7/28/16	Fri 7/29/16
777	Facility wiring and cross connections	1 day	Thu 7/28/16	Fri 7/29/16
778	Telephone replacements/installation in dormitories	1 day	Fri 7/29/16	Mon 8/1/16
779	<b>Quality Control Checkpoint: Customer Pre-Installation</b>	<b>1 day</b>	<b>Mon 8/1/16</b>	<b>Tue 8/2/16</b>
780	Verify equipment inventory & installation location	1 day	Mon 8/1/16	Tue 8/2/16
781	Verify electrical, network/telecom, and telephone installations meet or exceed standa	1 day	Mon 8/1/16	Tue 8/2/16
782	Complete Field Technician Checklist & return to Project Manager	1 day	Mon 8/1/16	Tue 8/2/16
783	<b>Internal Quality Control Checkpoint: Equipment Testing / Functional Validation</b>	<b>1 day</b>	<b>Tue 8/2/16</b>	<b>Wed 8/3/16</b>
784	Verify all Features working properly	1 day	Tue 8/2/16	Wed 8/3/16
785	Verify phones work, port assignments/call groups set	1 day	Tue 8/2/16	Wed 8/3/16
786	Complete Test & Validation Checklist and return to Project Manager	1 day	Tue 8/2/16	Wed 8/3/16
787	<b>GREENE CORRECTIONAL FACILITY</b>	<b>5.38 days</b>	<b>Wed 8/3/16</b>	<b>Wed 8/10/16</b>
788	<b>Pre-Installation</b>	<b>4.38 days</b>	<b>Wed 8/3/16</b>	<b>Tue 8/9/16</b>
789	<b>Receipt &amp; Pre-Install ITSWAP Tasks</b>	<b>1.38 days</b>	<b>Wed 8/3/16</b>	<b>Thu 8/4/16</b>
790	Receive Shipment at Site	1 hr	Wed 8/3/16	Wed 8/3/16
791	Verify shipment Content to Pick List	2 hrs	Wed 8/3/16	Wed 8/3/16
792	Telephone room preparation & wiring	1 day	Thu 8/4/16	Thu 8/4/16
793	Pre-Install Securus ITSWAP equipment	1 day	Thu 8/4/16	Thu 8/4/16
794	<b>Install ITSWAP Phones</b>	<b>2 days</b>	<b>Fri 8/5/16</b>	<b>Mon 8/8/16</b>
795	Phone room wiring and installation activity	1 day	Fri 8/5/16	Fri 8/5/16
796	Facility wiring and cross connections	1 day	Fri 8/5/16	Fri 8/5/16
797	Telephone replacements/installation in dormitories	1 day	Mon 8/8/16	Mon 8/8/16
798	<b>Quality Control Checkpoint: Customer Pre-Installation</b>	<b>1 day</b>	<b>Tue 8/9/16</b>	<b>Tue 8/9/16</b>
799	Verify equipment inventory & installation location	1 day	Tue 8/9/16	Tue 8/9/16
800	Verify electrical, network/telecom, and telephone installations meet or exceed standa	1 day	Tue 8/9/16	Tue 8/9/16
801	Complete Field Technician Checklist & return to Project Manager	1 day	Tue 8/9/16	Tue 8/9/16
802	<b>Internal Quality Control Checkpoint: Equipment Testing / Functional Validation</b>	<b>1 day</b>	<b>Wed 8/10/16</b>	<b>Wed 8/10/16</b>
803	Verify all Features working properly	1 day	Wed 8/10/16	Wed 8/10/16
804	Verify phones work, port assignments/call groups set	1 day	Wed 8/10/16	Wed 8/10/16
805	Complete Test & Validation Checklist and return to Project Manager	1 day	Wed 8/10/16	Wed 8/10/16
806	<b>MT MCGREGOR CORRECTIONAL FACILITY</b>	<b>5.38 days</b>	<b>Wed 8/3/16</b>	<b>Wed 8/10/16</b>
807	<b>Pre-Installation</b>	<b>4.38 days</b>	<b>Wed 8/3/16</b>	<b>Tue 8/9/16</b>
808	<b>Receipt &amp; Pre-Install ITSWAP Tasks</b>	<b>1.38 days</b>	<b>Wed 8/3/16</b>	<b>Thu 8/4/16</b>



ID	Task Name	Duration	Start	Finish
809	Receive Shipment at Site	1 hr	Wed 8/3/16	Wed 8/3/16
810	Verify shipment Content to Pick List	2 hrs	Wed 8/3/16	Wed 8/3/16
811	Telephone room preparation & wiring	1 day	Thu 8/4/16	Thu 8/4/16
812	Pre-Install Securus ITSWAP equipment	1 day	Thu 8/4/16	Thu 8/4/16
813	<b>Install ITSWAP Phones</b>	<b>2 days</b>	<b>Fri 8/5/16</b>	<b>Mon 8/8/16</b>
814	Phone room wiring and installation activity	1 day	Fri 8/5/16	Fri 8/5/16
815	Facility wiring and cross connections	1 day	Fri 8/5/16	Fri 8/5/16
816	Telephone replacements/Installation in dormitories	1 day	Mon 8/8/16	Mon 8/8/16
817	<b>Quality Control Checkpoint: Customer Pre-Installation</b>	<b>1 day</b>	<b>Tue 8/9/16</b>	<b>Tue 8/9/16</b>
818	Verify equipment inventory & installation location	1 day	Tue 8/9/16	Tue 8/9/16
819	Verify electrical, network/telecom, and telephone installations meet or exceed standards	1 day	Tue 8/9/16	Tue 8/9/16
820	Complete Field Technician Checklist & return to Project Manager	1 day	Tue 8/9/16	Tue 8/9/16
821	<b>Internal Quality Control Checkpoint: Equipment Testing / Functional Validation</b>	<b>1 day</b>	<b>Wed 8/10/16</b>	<b>Wed 8/10/16</b>
822	Verify all Features working properly	1 day	Wed 8/10/16	Wed 8/10/16
823	Verify phones work, port assignments/call groups set	1 day	Wed 8/10/16	Wed 8/10/16
824	Complete Test & Validation Checklist and return to Project Manager	1 day	Wed 8/10/16	Wed 8/10/16
825	<b>HALE CREEK CORRECTIONAL FACILITY</b>	<b>5.38 days</b>	<b>Wed 8/3/16</b>	<b>Wed 8/10/16</b>
826	<b>Pre-Installation</b>	<b>4.38 days</b>	<b>Wed 8/3/16</b>	<b>Tue 8/9/16</b>
827	<b>Receipt &amp; Pre-Install ITSWAP Tasks</b>	<b>1.38 days</b>	<b>Wed 8/3/16</b>	<b>Thu 8/4/16</b>
828	Receive Shipment at Site	1 hr	Wed 8/3/16	Wed 8/3/16
829	Verify shipment Content to Pick List	2 hrs	Wed 8/3/16	Wed 8/3/16
830	Telephone room preparation & wiring	1 day	Thu 8/4/16	Thu 8/4/16
831	Pre-Install Securus ITSWAP equipment	1 day	Thu 8/4/16	Thu 8/4/16
832	<b>Install ITSWAP Phones</b>	<b>2 days</b>	<b>Fri 8/5/16</b>	<b>Mon 8/8/16</b>
833	Phone room wiring and installation activity	1 day	Fri 8/5/16	Fri 8/5/16
834	Facility wiring and cross connections	1 day	Fri 8/5/16	Fri 8/5/16
835	Telephone replacements/Installation in dormitories	1 day	Mon 8/8/16	Mon 8/8/16
836	<b>Quality Control Checkpoint: Customer Pre-Installation</b>	<b>1 day</b>	<b>Tue 8/9/16</b>	<b>Tue 8/9/16</b>
837	Verify equipment inventory & installation location	1 day	Tue 8/9/16	Tue 8/9/16
838	Verify electrical, network/telecom, and telephone installations meet or exceed standards	1 day	Tue 8/9/16	Tue 8/9/16
839	Complete Field Technician Checklist & return to Project Manager	1 day	Tue 8/9/16	Tue 8/9/16
840	<b>Internal Quality Control Checkpoint: Equipment Testing / Functional Validation</b>	<b>1 day</b>	<b>Wed 8/10/16</b>	<b>Wed 8/10/16</b>
841	Verify all Features working properly	1 day	Wed 8/10/16	Wed 8/10/16
842	Verify phones work, port assignments/call groups set	1 day	Wed 8/10/16	Wed 8/10/16
843	Complete Test & Validation Checklist and return to Project Manager	1 day	Wed 8/10/16	Wed 8/10/16
844	<b>MID STATE CORRECTIONAL FACILITY</b>	<b>5.38 days</b>	<b>Thu 8/11/16</b>	<b>Thu 8/18/16</b>
845	<b>Pre-Installation</b>	<b>4.38 days</b>	<b>Thu 8/11/16</b>	<b>Wed 8/17/16</b>

ID	Task Name	Duration	Start	Finish
846	<b>Receipt &amp; Pre-Install ITS/WAP Tasks</b>	<b>1.38 days</b>	<b>Thu 8/11/16</b>	<b>Fri 8/12/16</b>
847	Receive Shipment at Site	1 hr	Thu 8/11/16	Thu 8/11/16
848	Verify shipment Content to Pick List	2 hrs	Thu 8/11/16	Thu 8/11/16
849	Telephone room preparation & wiring	1 day	Thu 8/11/16	Fri 8/12/16
850	Pre-Install Securus ITS/WAP equipment	1 day	Thu 8/11/16	Fri 8/12/16
851	<b>Install ITS/WAP Phones</b>	<b>2 days</b>	<b>Fri 8/12/16</b>	<b>Tue 8/16/16</b>
852	Phone room wiring and installation activity	1 day	Fri 8/12/16	Mon 8/15/16
853	Facility wiring and cross connections	1 day	Fri 8/12/16	Mon 8/15/16
854	Telephone replacements/installation in dormitories	1 day	Mon 8/15/16	Tue 8/16/16
855	<b>Quality Control Checkpoint: Customer Pre-Installation</b>	<b>1 day</b>	<b>Tue 8/16/16</b>	<b>Wed 8/17/16</b>
856	Verify equipment inventory & installation location	1 day	Tue 8/16/16	Wed 8/17/16
857	Verify electrical, network/telecom, and telephone installations meet or exceed standa	1 day	Tue 8/16/16	Wed 8/17/16
858	Complete Field Technician Checklist & return to Project Manager	1 day	Tue 8/16/16	Wed 8/17/16
859	<b>Internal Quality Control Checkpoint: Equipment Testing / Functional Validation</b>	<b>1 day</b>	<b>Wed 8/17/16</b>	<b>Thu 8/18/16</b>
860	Verify all Features working properly	1 day	Wed 8/17/16	Thu 8/18/16
861	Verify phones work, port assignments/call groups set	1 day	Wed 8/17/16	Thu 8/18/16
862	Complete Test & Validation Checklist and return to Project Manager	1 day	Wed 8/17/16	Thu 8/18/16
863	<b>MARCY CORRECTIONAL FACILITY</b>			
864	<b>Pre-Installation</b>			
865	<b>Receipt &amp; Pre-Install ITS/WAP Tasks</b>	<b>5.38 days</b>	<b>Thu 8/11/16</b>	<b>Thu 8/18/16</b>
866	Receive Shipment at Site	1 hr	Thu 8/11/16	Fri 8/12/16
867	Verify shipment Content to Pick List	2 hrs	Thu 8/11/16	Thu 8/11/16
868	Telephone room preparation & wiring	1 day	Thu 8/11/16	Fri 8/12/16
869	Pre-Install Securus ITS/WAP equipment	1 day	Thu 8/11/16	Fri 8/12/16
870	<b>Install ITS/WAP Phones</b>	<b>2 days</b>	<b>Fri 8/12/16</b>	<b>Tue 8/16/16</b>
871	Phone room wiring and installation activity	1 day	Fri 8/12/16	Mon 8/15/16
872	Facility wiring and cross connections	1 day	Fri 8/12/16	Mon 8/15/16
873	Telephone replacements/installation in dormitories	1 day	Mon 8/15/16	Tue 8/16/16
874	<b>Quality Control Checkpoint: Customer Pre-Installation</b>	<b>1 day</b>	<b>Tue 8/16/16</b>	<b>Wed 8/17/16</b>
875	Verify equipment inventory & installation location	1 day	Tue 8/16/16	Wed 8/17/16
876	Verify electrical, network/telecom, and telephone installations meet or exceed standa	1 day	Tue 8/16/16	Wed 8/17/16
877	Complete Field Technician Checklist & return to Project Manager	1 day	Tue 8/16/16	Wed 8/17/16
878	<b>Internal Quality Control Checkpoint: Equipment Testing / Functional Validation</b>	<b>1 day</b>	<b>Wed 8/17/16</b>	<b>Thu 8/18/16</b>
879	Verify all Features working properly	1 day	Wed 8/17/16	Thu 8/18/16
880	Verify phones work, port assignments/call groups set	1 day	Wed 8/17/16	Thu 8/18/16
881	Complete Test & Validation Checklist and return to Project Manager	1 day	Wed 8/17/16	Thu 8/18/16
882	<b>MOHAWK CORRECTIONAL FACILITY</b>	<b>5.38 days</b>	<b>Thu 8/11/16</b>	<b>Thu 8/18/16</b>



ID	Task Name	Duration	Start	Finish
883	<b>Pre-Installation</b>	<b>4.38 days</b>	<b>Thu 8/11/16</b>	<b>Wed 8/17/16</b>
884	<b>Receipt &amp; Pre-Install ITS/WAP Tasks</b>	<b>1.38 days</b>	<b>Thu 8/11/16</b>	<b>Fri 8/12/16</b>
885	Receive Shipment at Site	1 hr	Thu 8/11/16	Thu 8/11/16
886	Verify shipment Content to Pick List	2 hrs	Thu 8/11/16	Thu 8/11/16
887	Telephone room preparation & wiring	1 day	Thu 8/11/16	Fri 8/12/16
888	Pre-Install Securus ITS/WAP equipment	1 day	Thu 8/11/16	Fri 8/12/16
889	<b>Install ITS/WAP Phones</b>	<b>2 days</b>	<b>Fri 8/12/16</b>	<b>Tue 8/16/16</b>
890	Phone room wiring and installation activity	1 day	Fri 8/12/16	Mon 8/15/16
891	Facility wiring and cross connections	1 day	Fri 8/12/16	Mon 8/15/16
892	Telephone replacements/Installation in dormitories	1 day	Mon 8/15/16	Tue 8/16/16
893	<b>Quality Control Checkpoint: Customer Pre-Installation</b>	<b>1 day</b>	<b>Tue 8/16/16</b>	<b>Wed 8/17/16</b>
894	Verify equipment inventory & installation location	1 day	Tue 8/16/16	Wed 8/17/16
895	Verify electrical, network/telecom, and telephone installations meet or exceed standards	1 day	Tue 8/16/16	Wed 8/17/16
896	Complete Field Technician Checklist & return to Project Manager	1 day	Tue 8/16/16	Wed 8/17/16
897	<b>Internal Quality Control Checkpoint: Equipment Testing / Functional Validation</b>	<b>1 day</b>	<b>Wed 8/17/16</b>	<b>Thu 8/18/16</b>
898	Verify all Features working properly	1 day	Wed 8/17/16	Thu 8/18/16
899	Verify phones work, port assignments/call groups set	1 day	Wed 8/17/16	Thu 8/18/16
900	Complete Test & Validation Checklist and return to Project Manager	1 day	Wed 8/17/16	Thu 8/18/16
901	<b>BUTLER CORRECTIONAL FACILITY</b>	<b>5.38 days</b>	<b>Thu 8/18/16</b>	<b>Thu 8/25/16</b>
902	<b>Pre-Installation</b>	<b>4.38 days</b>	<b>Thu 8/18/16</b>	<b>Wed 8/24/16</b>
903	<b>Receipt &amp; Pre-Install ITS/WAP Tasks</b>	<b>1.38 days</b>	<b>Thu 8/18/16</b>	<b>Fri 8/19/16</b>
904	Receive Shipment at Site	1 hr	Thu 8/18/16	Thu 8/18/16
905	Verify shipment Content to Pick List	2 hrs	Thu 8/18/16	Thu 8/18/16
906	Telephone room preparation & wiring	1 day	Thu 8/18/16	Fri 8/19/16
907	Pre-Install Securus ITS/WAP equipment	1 day	Thu 8/18/16	Fri 8/19/16
908	<b>Install ITS/WAP Phones</b>	<b>2 days</b>	<b>Fri 8/19/16</b>	<b>Tue 8/23/16</b>
909	Phone room wiring and installation activity	1 day	Fri 8/19/16	Mon 8/22/16
910	Facility wiring and cross connections	1 day	Fri 8/19/16	Mon 8/22/16
911	Telephone replacements/Installation in dormitories	1 day	Mon 8/22/16	Tue 8/23/16
912	<b>Quality Control Checkpoint: Customer Pre-Installation</b>	<b>1 day</b>	<b>Tue 8/23/16</b>	<b>Wed 8/24/16</b>
913	Verify equipment inventory & installation location	1 day	Tue 8/23/16	Wed 8/24/16
914	Verify electrical, network/telecom, and telephone installations meet or exceed standards	1 day	Tue 8/23/16	Wed 8/24/16
915	Complete Field Technician Checklist & return to Project Manager	1 day	Tue 8/23/16	Wed 8/24/16
916	<b>Internal Quality Control Checkpoint: Equipment Testing / Functional Validation</b>	<b>1 day</b>	<b>Wed 8/24/16</b>	<b>Thu 8/25/16</b>
917	Verify all Features working properly	1 day	Wed 8/24/16	Thu 8/25/16
918	Verify phones work, port assignments/call groups set	1 day	Wed 8/24/16	Thu 8/25/16
919	Complete Test & Validation Checklist and return to Project Manager	1 day	Wed 8/24/16	Thu 8/25/16

ID	Task Name	Duration	Start	Finish
920	<b>AUBURN CORRECTIONAL FACILITY</b>	<b>5.38 days</b>	<b>Thu 8/18/16</b>	<b>Thu 8/25/16</b>
921	<b>Pre-Installation</b>	<b>4.38 days</b>	<b>Thu 8/18/16</b>	<b>Wed 8/24/16</b>
922	<b>Receipt &amp; Pre-Install ITS/WAP Tasks</b>	<b>1.38 days</b>	<b>Thu 8/18/16</b>	<b>Fri 8/19/16</b>
923	Receive Shipment at Site	1 hr	Thu 8/18/16	Thu 8/18/16
924	Verify shipment Content to Pick List	2 hrs	Thu 8/18/16	Thu 8/18/16
925	Telephone room preparation & wiring	1 day	Thu 8/18/16	Fri 8/19/16
926	Pre-Install Securus ITS/WAP equipment	1 day	Thu 8/18/16	Fri 8/19/16
927	<b>Install ITS/WAP Phones</b>	<b>2 days</b>	<b>Fri 8/19/16</b>	<b>Tue 8/23/16</b>
928	Phone room wiring and installation activity	1 day	Fri 8/19/16	Mon 8/22/16
929	Facility wiring and cross connections	1 day	Fri 8/19/16	Mon 8/22/16
930	Telephone replacements/installation in dormitories	1 day	Mon 8/22/16	Tue 8/23/16
931	<b>Quality Control Checkpoint: Customer Pre-Installation</b>	<b>1 day</b>	<b>Tue 8/23/16</b>	<b>Wed 8/24/16</b>
932	Verify equipment inventory & installation location	1 day	Tue 8/23/16	Wed 8/24/16
933	Verify electrical, network/telecom, and telephone installations meet or exceed standa	1 day	Tue 8/23/16	Wed 8/24/16
934	Complete Field Technician Checklist & return to Project Manager	1 day	Tue 8/23/16	Wed 8/24/16
935	<b>Internal Quality Control Checkpoint: Equipment Testing / Functional Validation</b>	<b>1 day</b>	<b>Wed 8/24/16</b>	<b>Thu 8/25/16</b>
936	Verify all Features working properly	1 day	Wed 8/24/16	Thu 8/25/16
937	Verify phones work, port assignments/call groups set	1 day	Wed 8/24/16	Thu 8/25/16
938	Complete Test & Validation Checklist and return to Project Manager	1 day	Wed 8/24/16	Thu 8/25/16
939	<b>CAYUGA CORRECTIONAL FACILITY</b>	<b>5.38 days</b>	<b>Thu 8/18/16</b>	<b>Thu 8/25/16</b>
940	<b>Pre-Installation</b>	<b>4.38 days</b>	<b>Thu 8/18/16</b>	<b>Wed 8/24/16</b>
941	<b>Receipt &amp; Pre-Install ITS/WAP Tasks</b>	<b>1.38 days</b>	<b>Thu 8/18/16</b>	<b>Fri 8/19/16</b>
942	Receive Shipment at Site	1 hr	Thu 8/18/16	Thu 8/18/16
943	Verify shipment Content to Pick List	2 hrs	Thu 8/18/16	Thu 8/18/16
944	Telephone room preparation & wiring	1 day	Thu 8/18/16	Fri 8/19/16
945	Pre-Install Securus ITS/WAP equipment	1 day	Thu 8/18/16	Fri 8/19/16
946	<b>Install ITS/WAP Phones</b>	<b>2 days</b>	<b>Fri 8/19/16</b>	<b>Tue 8/23/16</b>
947	Phone room wiring and installation activity	1 day	Fri 8/19/16	Mon 8/22/16
948	Facility wiring and cross connections	1 day	Fri 8/19/16	Mon 8/22/16
949	Telephone replacements/installation in dormitories	1 day	Mon 8/22/16	Tue 8/23/16
950	<b>Quality Control Checkpoint: Customer Pre-Installation</b>	<b>1 day</b>	<b>Tue 8/23/16</b>	<b>Wed 8/24/16</b>
951	Verify equipment inventory & installation location	1 day	Tue 8/23/16	Wed 8/24/16
952	Verify electrical, network/telecom, and telephone installations meet or exceed standa	1 day	Tue 8/23/16	Wed 8/24/16
953	Complete Field Technician Checklist & return to Project Manager	1 day	Tue 8/23/16	Wed 8/24/16
954	<b>Internal Quality Control Checkpoint: Equipment Testing / Functional Validation</b>	<b>1 day</b>	<b>Wed 8/24/16</b>	<b>Thu 8/25/16</b>
955	Verify all Features working properly	1 day	Wed 8/24/16	Thu 8/25/16
956	Verify phones work, port assignments/call groups set	1 day	Wed 8/24/16	Thu 8/25/16



ID	Task Name	Duration	Start	Finish
957	Complete Test & Validation Checklist and return to Project Manager	1 day	Wed 8/24/16	Thu 8/25/16
958	<b>Installation Region 3 Facilities</b>	<b>32.25 days</b>	<b>Tue 7/19/16</b>	<b>Fri 9/2/16</b>
959	<b>LAKEVIEW SHOCK INCARCERATION CORRECTIONAL FACILITY</b>	<b>5.38 days</b>	<b>Tue 7/19/16</b>	<b>Wed 7/27/16</b>
960	<b>Pre-Installation</b>	<b>4.38 days</b>	<b>Tue 7/19/16</b>	<b>Tue 7/26/16</b>
961	<b>Receipt &amp; Pre-Install ITS/WAP Tasks</b>	<b>1.38 days</b>	<b>Tue 7/19/16</b>	<b>Thu 7/21/16</b>
962	Receive Shipment at Site	1 hr	Tue 7/19/16	Tue 7/19/16
963	Verify shipment Content to Pick List	2 hrs	Wed 7/20/16	Wed 7/20/16
964	Telephone room preparation & wiring	1 day	Wed 7/20/16	Thu 7/21/16
965	Pre-Install Securus ITS/WAP equipment	1 day	Wed 7/20/16	Thu 7/21/16
966	<b>Install ITS/WAP Phones</b>	<b>2 days</b>	<b>Thu 7/21/16</b>	<b>Mon 7/25/16</b>
967	Phone room wiring and installation activity	1 day	Thu 7/21/16	Fri 7/22/16
968	Facility wiring and cross connections	1 day	Thu 7/21/16	Fri 7/22/16
969	Telephone replacements/installation in dormitories	1 day	Fri 7/22/16	Mon 7/25/16
970	<b>Quality Control Checkpoint: Customer Pre-Installation</b>	<b>1 day</b>	<b>Mon 7/25/16</b>	<b>Tue 7/26/16</b>
971	Verify equipment inventory & installation location	1 day	Mon 7/25/16	Tue 7/26/16
972	Verify electrical, network/telecom, and telephone installations meet or exceed standa	1 day	Mon 7/25/16	Tue 7/26/16
973	Complete Field Technician Checklist & return to Project Manager	1 day	Mon 7/25/16	Tue 7/26/16
974	<b>Internal Quality Control Checkpoint: Equipment Testing / Functional Validation</b>	<b>1 day</b>	<b>Tue 7/26/16</b>	<b>Wed 7/27/16</b>
975	Verify all Features working properly	1 day	Tue 7/26/16	Wed 7/27/16
976	Verify phones work, port assignments/call groups set	1 day	Tue 7/26/16	Wed 7/27/16
977	Complete Test & Validation Checklist and return to Project Manager	1 day	Tue 7/26/16	Wed 7/27/16
978	<b>GOWANDA CORRECTIONAL FACILITY</b>	<b>5.38 days</b>	<b>Tue 7/19/16</b>	<b>Wed 7/27/16</b>
979	<b>Pre-Installation</b>	<b>4.38 days</b>	<b>Tue 7/19/16</b>	<b>Tue 7/26/16</b>
980	<b>Receipt &amp; Pre-Install ITS/WAP Tasks</b>	<b>1.38 days</b>	<b>Tue 7/19/16</b>	<b>Thu 7/21/16</b>
981	Receive Shipment at Site	1 hr	Tue 7/19/16	Tue 7/19/16
982	Verify shipment Content to Pick List	2 hrs	Wed 7/20/16	Wed 7/20/16
983	Telephone room preparation & wiring	1 day	Wed 7/20/16	Thu 7/21/16
984	Pre-Install Securus ITS/WAP equipment	1 day	Wed 7/20/16	Thu 7/21/16
985	<b>Install ITS/WAP Phones</b>	<b>2 days</b>	<b>Thu 7/21/16</b>	<b>Mon 7/25/16</b>
986	Phone room wiring and installation activity	1 day	Thu 7/21/16	Fri 7/22/16
987	Facility wiring and cross connections	1 day	Thu 7/21/16	Fri 7/22/16
988	Telephone replacements/installation in dormitories	1 day	Fri 7/22/16	Mon 7/25/16
989	<b>Quality Control Checkpoint: Customer Pre-Installation</b>	<b>1 day</b>	<b>Mon 7/25/16</b>	<b>Tue 7/26/16</b>
990	Verify equipment inventory & installation location	1 day	Mon 7/25/16	Tue 7/26/16
991	Verify electrical, network/telecom, and telephone installations meet or exceed standa	1 day	Mon 7/25/16	Tue 7/26/16
992	Complete Field Technician Checklist & return to Project Manager	1 day	Mon 7/25/16	Tue 7/26/16
993	<b>Internal Quality Control Checkpoint: Equipment Testing / Functional Validation</b>	<b>1 day</b>	<b>Tue 7/26/16</b>	<b>Wed 7/27/16</b>



ID	Task Name	Duration	Start	Finish
994	Verify all Features working properly	1 day	Tue 7/26/16	Wed 7/27/16
995	Verify phones work, port assignments/call groups set	1 day	Tue 7/26/16	Wed 7/27/16
996	Complete Test & Validation Checklist and return to Project Manager	1 day	Tue 7/26/16	Wed 7/27/16
997	<b>COLLINS CORRECTIONAL FACILITY</b>	<b>5.38 days</b>	<b>Tue 7/19/16</b>	<b>Wed 7/27/16</b>
998	<b>Pre-Installation</b>	<b>4.38 days</b>	<b>Tue 7/19/16</b>	<b>Tue 7/26/16</b>
999	<b>Receipt &amp; Pre-Install ITS/WAP Tasks</b>	<b>1.38 days</b>	<b>Tue 7/19/16</b>	<b>Thu 7/21/16</b>
1000	Receive Shipment at Site	1 hr	Tue 7/19/16	Tue 7/19/16
1001	Verify shipment Content to Pick List	2 hrs	Wed 7/20/16	Wed 7/20/16
1002	Telephone room preparation & wiring	1 day	Wed 7/20/16	Thu 7/21/16
1003	Pre-Install Securus ITS/WAP equipment	1 day	Wed 7/20/16	Thu 7/21/16
1004	<b>Install ITS/WAP Phones</b>	<b>2 days</b>	<b>Thu 7/21/16</b>	<b>Mon 7/25/16</b>
1005	Phone room wiring and installation activity	1 day	Thu 7/21/16	Fri 7/22/16
1006	Facility wiring and cross connections	1 day	Thu 7/21/16	Fri 7/22/16
1007	Telephone replacements/Installation in dormitories	1 day	Fri 7/22/16	Mon 7/25/16
1008	<b>Quality Control Checkpoint: Customer Pre-Installation</b>	<b>1 day</b>	<b>Mon 7/25/16</b>	<b>Tue 7/26/16</b>
1009	Verify equipment inventory & installation location	1 day	Mon 7/25/16	Tue 7/26/16
1010	Verify electrical, network/telecom, and telephone installations meet or exceed standa	1 day	Mon 7/25/16	Tue 7/26/16
1011	Complete Field Technician Checklist & return to Project Manager	1 day	Mon 7/25/16	Tue 7/26/16
1012	<b>Internal Quality Control Checkpoint: Equipment Testing / Functional Validation</b>	<b>1 day</b>	<b>Tue 7/26/16</b>	<b>Wed 7/27/16</b>
1013	Verify all Features working properly	1 day	Tue 7/26/16	Wed 7/27/16
1014	Verify phones work, port assignments/call groups set	1 day	Tue 7/26/16	Wed 7/27/16
1015	Complete Test & Validation Checklist and return to Project Manager	1 day	Tue 7/26/16	Wed 7/27/16
1016	<b>WENDE CORRECTIONAL FACILITY</b>	<b>5.38 days</b>	<b>Wed 7/27/16</b>	<b>Wed 8/3/16</b>
1017	<b>Pre-Installation</b>	<b>4.38 days</b>	<b>Wed 7/27/16</b>	<b>Tue 8/2/16</b>
1018	<b>Receipt &amp; Pre-Install ITS/WAP Tasks</b>	<b>1.38 days</b>	<b>Wed 7/27/16</b>	<b>Thu 7/28/16</b>
1019	Receive Shipment at Site	1 hr	Wed 7/27/16	Wed 7/27/16
1020	Verify shipment Content to Pick List	2 hrs	Wed 7/27/16	Wed 7/27/16
1021	Telephone room preparation & wiring	1 day	Wed 7/27/16	Thu 7/28/16
1022	Pre-Install Securus ITS/WAP equipment	1 day	Wed 7/27/16	Thu 7/28/16
1023	<b>Install ITS/WAP Phones</b>	<b>2 days</b>	<b>Thu 7/28/16</b>	<b>Mon 8/1/16</b>
1024	Phone room wiring and installation activity	1 day	Thu 7/28/16	Fri 7/29/16
1025	Facility wiring and cross connections	1 day	Thu 7/28/16	Fri 7/29/16
1026	Telephone replacements/Installation in dormitories	1 day	Fri 7/29/16	Mon 8/1/16
1027	<b>Quality Control Checkpoint: Customer Pre-Installation</b>	<b>1 day</b>	<b>Mon 8/1/16</b>	<b>Tue 8/2/16</b>
1028	Verify equipment inventory & installation location	1 day	Mon 8/1/16	Tue 8/2/16
1029	Verify electrical, network/telecom, and telephone installations meet or exceed standa	1 day	Mon 8/1/16	Tue 8/2/16
1030	Complete Field Technician Checklist & return to Project Manager	1 day	Mon 8/1/16	Tue 8/2/16

ID	Task Name	Duration	Start	Finish
1031	<b>Internal Quality Control Checkpoint: Equipment Testing / Functional Validation</b>	1 day	Tue 8/2/16	Wed 8/3/16
1032	Verify all Features working properly	1 day	Tue 8/2/16	Wed 8/3/16
1033	Verify phones work, port assignments/call groups set	1 day	Tue 8/2/16	Wed 8/3/16
1034	Complete Test & Validation Checklist and return to Project Manager	1 day	Tue 8/2/16	Wed 8/3/16
1035	<b>ATTICA CORRECTIONAL FACILITY</b>	5.38 days	Wed 7/27/16	Wed 8/3/16
1036	<b>Pre-Installation</b>	4.38 days	Wed 7/27/16	Tue 8/2/16
1037	<b>Receipt &amp; Pre-Install ITS/WAP Tasks</b>	1.38 days	Wed 7/27/16	Thu 7/28/16
1038	Receive Shipment at Site	1 hr	Wed 7/27/16	Wed 7/27/16
1039	Verify shipment Content to Pick List	2 hrs	Wed 7/27/16	Wed 7/27/16
1040	Telephone room preparation & wiring	1 day	Wed 7/27/16	Thu 7/28/16
1041	Pre-Install Securus ITS/WAP equipment	1 day	Wed 7/27/16	Thu 7/28/16
1042	<b>Install ITS/WAP Phones</b>	2 days	Thu 7/28/16	Mon 8/1/16
1043	Phone room wiring and installation activity	1 day	Thu 7/28/16	Fri 7/29/16
1044	Facility wiring and cross connections	1 day	Thu 7/28/16	Fri 7/29/16
1045	Telephone replacements/installation in dormitories	1 day	Fri 7/29/16	Mon 8/1/16
1046	<b>Quality Control Checkpoint: Customer Pre-Installation</b>	1 day	Mon 8/1/16	Tue 8/2/16
1047	Verify equipment inventory & installation location	1 day	Mon 8/1/16	Tue 8/2/16
1048	Verify electrical, network/telecom, and telephone installations meet or exceed standa	1 day	Mon 8/1/16	Tue 8/2/16
1049	Complete Field Technician Checklist & return to Project Manager	1 day	Mon 8/1/16	Tue 8/2/16
1050	<b>Internal Quality Control Checkpoint: Equipment Testing / Functional Validation</b>	1 day	Tue 8/2/16	Wed 8/3/16
1051	Verify all Features working properly	1 day	Tue 8/2/16	Wed 8/3/16
1052	Verify phones work, port assignments/call groups set	1 day	Tue 8/2/16	Wed 8/3/16
1053	Complete Test & Validation Checklist and return to Project Manager	1 day	Tue 8/2/16	Wed 8/3/16
1054	<b>WYOMING CORRECTIONAL FACILITY</b>	5.38 days	Wed 7/27/16	Wed 8/3/16
1055	<b>Pre-Installation</b>	4.38 days	Wed 7/27/16	Tue 8/2/16
1056	<b>Receipt &amp; Pre-Install ITS/WAP Tasks</b>	1.38 days	Wed 7/27/16	Thu 7/28/16
1057	Receive Shipment at Site	1 hr	Wed 7/27/16	Wed 7/27/16
1058	Verify shipment Content to Pick List	2 hrs	Wed 7/27/16	Wed 7/27/16
1059	Telephone room preparation & wiring	1 day	Wed 7/27/16	Thu 7/28/16
1060	Pre-Install Securus ITS/WAP equipment	1 day	Wed 7/27/16	Thu 7/28/16
1061	<b>Install ITS/WAP Phones</b>	2 days	Thu 7/28/16	Mon 8/1/16
1062	Phone room wiring and installation activity	1 day	Thu 7/28/16	Fri 7/29/16
1063	Facility wiring and cross connections	1 day	Thu 7/28/16	Fri 7/29/16
1064	Telephone replacements/installation in dormitories	1 day	Fri 7/29/16	Mon 8/1/16
1065	<b>Quality Control Checkpoint: Customer Pre-Installation</b>	1 day	Mon 8/1/16	Tue 8/2/16
1066	Verify equipment inventory & installation location	1 day	Mon 8/1/16	Tue 8/2/16
1067	Verify electrical, network/telecom, and telephone installations meet or exceed standa	1 day	Mon 8/1/16	Tue 8/2/16



ID	Task Name	Duration	Start	Finish
1068	Complete Field Technician Checklist & return to Project Manager	1 day	Mon 8/1/16	Tue 8/2/16
1069	<b>Internal Quality Control Checkpoint: Equipment Testing / Functional Validation</b>	1 day	Tue 8/2/16	Wed 8/3/16
1070	Verify all Features working properly	1 day	Tue 8/2/16	Wed 8/3/16
1071	Verify phones work, port assignments/call groups set	1 day	Tue 8/2/16	Wed 8/3/16
1072	Complete Test & Validation Checklist and return to Project Manager	1 day	Tue 8/2/16	Wed 8/3/16
1073	<b>ORLEANS CORRECTIONAL FACILITY</b>	5.38 days	Wed 8/3/16	Wed 8/10/16
1074	<b>Pre-Installation</b>	4.38 days	Wed 8/3/16	Tue 8/9/16
1075	<b>Receipt &amp; Pre-Install ITS/WAP Tasks</b>	1.38 days	Wed 8/3/16	Thu 8/4/16
1076	Receive Shipment at Site	1 hr	Wed 8/3/16	Wed 8/3/16
1077	Verify shipment Content to Pick List	2 hrs	Wed 8/3/16	Wed 8/3/16
1078	Telephone room preparation & wiring	1 day	Thu 8/4/16	Thu 8/4/16
1079	Pre-Install Securus ITS/WAP equipment	1 day	Thu 8/4/16	Thu 8/4/16
1080	<b>Install ITS/WAP Phones</b>	2 days	Fri 8/5/16	Mon 8/8/16
1081	Phone room wiring and installation activity	1 day	Fri 8/5/16	Fri 8/5/16
1082	Facility wiring and cross connections	1 day	Fri 8/5/16	Fri 8/5/16
1083	Telephone replacements/installation in dormitories	1 day	Mon 8/8/16	Mon 8/8/16
1084	<b>Quality Control Checkpoint: Customer Pre-Installation</b>	1 day	Tue 8/9/16	Tue 8/9/16
1085	Verify equipment inventory & installation location	1 day	Tue 8/9/16	Tue 8/9/16
1086	Verify electrical network/telecom, and telephone installations meet or exceed standa	1 day	Tue 8/9/16	Tue 8/9/16
1087	Complete Field Technician Checklist & return to Project Manager	1 day	Tue 8/9/16	Tue 8/9/16
1088	<b>Internal Quality Control Checkpoint: Equipment Testing / Functional Validation</b>	1 day	Wed 8/10/16	Wed 8/10/16
1089	Verify all Features working properly	1 day	Wed 8/10/16	Wed 8/10/16
1090	Verify phones work, port assignments/call groups set	1 day	Wed 8/10/16	Wed 8/10/16
1091	Complete Test & Validation Checklist and return to Project Manager	1 day	Wed 8/10/16	Wed 8/10/16
1092	<b>ALBION CORRECTIONAL FACILITY</b>	5.38 days	Wed 8/3/16	Wed 8/10/16
1093	<b>Pre-Installation</b>	4.38 days	Wed 8/3/16	Tue 8/9/16
1094	<b>Receipt &amp; Pre-Install ITS/WAP Tasks</b>	1.38 days	Wed 8/3/16	Thu 8/4/16
1095	Receive Shipment at Site	1 hr	Wed 8/3/16	Wed 8/3/16
1096	Verify shipment Content to Pick List	2 hrs	Wed 8/3/16	Wed 8/3/16
1097	Telephone room preparation & wiring	1 day	Thu 8/4/16	Thu 8/4/16
1098	Pre-Install Securus ITS/WAP equipment	1 day	Thu 8/4/16	Thu 8/4/16
1099	<b>Install ITS/WAP Phones</b>	2 days	Fri 8/5/16	Mon 8/8/16
1100	Phone room wiring and installation activity	1 day	Fri 8/5/16	Fri 8/5/16
1101	Facility wiring and cross connections	1 day	Fri 8/5/16	Fri 8/5/16
1102	Telephone replacements/installation in dormitories	1 day	Mon 8/8/16	Mon 8/8/16
1103	<b>Quality Control Checkpoint: Customer Pre-Installation</b>	1 day	Tue 8/9/16	Tue 8/9/16
1104	Verify equipment inventory & installation location	1 day	Tue 8/9/16	Tue 8/9/16



ID	Task Name	Duration	Start	Finish
1105	Verify electrical, network/telecom, and telephone installations meet or exceed standards	1 day	Tue 8/9/16	Tue 8/9/16
1106	Complete Field Technician Checklist & return to Project Manager	1 day	Tue 8/9/16	Tue 8/9/16
1107	<b>Internal Quality Control Checkpoint: Equipment Testing / Functional Validation</b>	<b>1 day</b>	<b>Wed 8/10/16</b>	<b>Wed 8/10/16</b>
1108	Verify all Features working properly	1 day	Wed 8/10/16	Wed 8/10/16
1109	Verify phones work, port assignments/call groups set	1 day	Wed 8/10/16	Wed 8/10/16
1110	Complete Test & Validation Checklist and return to Project Manager	1 day	Wed 8/10/16	Wed 8/10/16
1111	<b>ROCHESTER CORRECTIONAL FACILITY</b>			
1112	<b>Pre-Installation</b>	<b>5.38 days</b>	<b>Wed 8/3/16</b>	<b>Wed 8/10/16</b>
1113	<b>Receipt &amp; Pre-Install ITS/WAP Tasks</b>	<b>4.38 days</b>	<b>Wed 8/3/16</b>	<b>Tue 8/9/16</b>
1114	Receive Shipment at Site	1 hr	Wed 8/3/16	Wed 8/3/16
1115	Verify shipment Content to Pick List	2 hrs	Wed 8/3/16	Wed 8/3/16
1116	Telephone room preparation & wiring	1 day	Thu 8/4/16	Thu 8/4/16
1117	Pre-Install Securus ITS/WAP equipment	1 day	Thu 8/4/16	Thu 8/4/16
1118	<b>Install ITS/WAP Phones</b>	<b>2 days</b>	<b>Fri 8/5/16</b>	<b>Mon 8/8/16</b>
1119	Phone room wiring and installation activity	1 day	Fri 8/5/16	Fri 8/5/16
1120	Facility wiring and cross connections	1 day	Fri 8/5/16	Fri 8/5/16
1121	Telephone replacements/installation in dormitories	1 day	Mon 8/8/16	Mon 8/8/16
1122	<b>Quality Control Checkpoint: Customer Pre-Installation</b>	<b>1 day</b>	<b>Tue 8/9/16</b>	<b>Tue 8/9/16</b>
1123	Verify equipment inventory & installation location	1 day	Tue 8/9/16	Tue 8/9/16
1124	Verify electrical, network/telecom, and telephone installations meet or exceed standards	1 day	Tue 8/9/16	Tue 8/9/16
1125	Complete Field Technician Checklist & return to Project Manager	1 day	Tue 8/9/16	Tue 8/9/16
1126	<b>Internal Quality Control Checkpoint: Equipment Testing / Functional Validation</b>	<b>1 day</b>	<b>Wed 8/10/16</b>	<b>Wed 8/10/16</b>
1127	Verify all Features working properly	1 day	Wed 8/10/16	Wed 8/10/16
1128	Verify phones work, port assignments/call groups set	1 day	Wed 8/10/16	Wed 8/10/16
1129	Complete Test & Validation Checklist and return to Project Manager	1 day	Wed 8/10/16	Wed 8/10/16
1130	<b>LIVINGSTON CORRECTIONAL FACILITY</b>			
1131	<b>Pre-Installation</b>	<b>5.38 days</b>	<b>Thu 8/11/16</b>	<b>Thu 8/18/16</b>
1132	<b>Receipt &amp; Pre-Install ITS/WAP Tasks</b>	<b>4.38 days</b>	<b>Thu 8/11/16</b>	<b>Wed 8/17/16</b>
1133	Receive Shipment at Site	1 hr	Thu 8/11/16	Thu 8/11/16
1134	Verify shipment Content to Pick List	2 hrs	Thu 8/11/16	Thu 8/11/16
1135	Telephone room preparation & wiring	1 day	Thu 8/11/16	Thu 8/11/16
1136	Pre-Install Securus ITS/WAP equipment	1 day	Thu 8/11/16	Fri 8/12/16
1137	<b>Install ITS/WAP Phones</b>	<b>2 days</b>	<b>Fri 8/12/16</b>	<b>Tue 8/16/16</b>
1138	Phone room wiring and installation activity	1 day	Fri 8/12/16	Mon 8/15/16
1139	Facility wiring and cross connections	1 day	Fri 8/12/16	Mon 8/15/16
1140	Telephone replacements/installation in dormitories	1 day	Mon 8/15/16	Tue 8/16/16
1141	<b>Quality Control Checkpoint: Customer Pre-Installation</b>	<b>1 day</b>	<b>Tue 8/16/16</b>	<b>Wed 8/17/16</b>

ID	Task Name	Duration	Start	Finish
1142	Verify equipment inventory & installation location	1 day	Tue 8/16/16	Wed 8/17/16
1143	Verify electrical, network/telecom, and telephone installations meet or exceed standards	1 day	Tue 8/16/16	Wed 8/17/16
1144	Complete Field Technician Checklist & return to Project Manager	1 day	Tue 8/16/16	Wed 8/17/16
1145	<b>Internal Quality Control Checkpoint: Equipment Testing / Functional Validation</b>	1 day	Wed 8/17/16	Thu 8/18/16
1146	Verify all Features working properly	1 day	Wed 8/17/16	Thu 8/18/16
1147	Verify phones work, port assignments/call groups set	1 day	Wed 8/17/16	Thu 8/18/16
1148	Complete Test & Validation Checklist and return to Project Manager	1 day	Wed 8/17/16	Thu 8/18/16
1149	<b>GROVELAND CORRECTIONAL FACILITY</b>	5.38 days	Thu 8/11/16	Thu 8/18/16
1150	<b>Pre-Installation</b>	4.38 days	Thu 8/11/16	Wed 8/17/16
1151	<b>Receipt &amp; Pre-Install ITS/WAP Tasks</b>	1.38 days	Thu 8/11/16	Fri 8/12/16
1152	Receive Shipment at Site	1 hr	Thu 8/11/16	Thu 8/11/16
1153	Verify shipment Content to Pick List	2 hrs	Thu 8/11/16	Thu 8/11/16
1154	Telephone room preparation & wiring	1 day	Thu 8/11/16	Fri 8/12/16
1155	Pre-Install Securus ITS/WAP equipment	1 day	Thu 8/11/16	Fri 8/12/16
1156	<b>Install ITS/WAP Phones</b>	2 days	Fri 8/12/16	Tue 8/16/16
1157	Phone room wiring and installation activity	1 day	Fri 8/12/16	Mon 8/15/16
1158	Facility wiring and cross connections	1 day	Fri 8/12/16	Mon 8/15/16
1159	Telephone replacements/installation in dormitories	1 day	Mon 8/15/16	Tue 8/16/16
1160	<b>Quality Control Checkpoint: Customer Pre-Installation</b>	1 day	Tue 8/16/16	Wed 8/17/16
1161	Verify equipment inventory & installation location	1 day	Tue 8/16/16	Wed 8/17/16
1162	Verify electrical, network/telecom, and telephone installations meet or exceed standards	1 day	Tue 8/16/16	Wed 8/17/16
1163	Complete Field Technician Checklist & return to Project Manager	1 day	Tue 8/16/16	Wed 8/17/16
1164	<b>Internal Quality Control Checkpoint: Equipment Testing / Functional Validation</b>	1 day	Wed 8/17/16	Thu 8/18/16
1165	Verify all Features working properly	1 day	Wed 8/17/16	Thu 8/18/16
1166	Verify phones work, port assignments/call groups set	1 day	Wed 8/17/16	Thu 8/18/16
1167	Complete Test & Validation Checklist and return to Project Manager	1 day	Wed 8/17/16	Thu 8/18/16
1168	<b>FIVE POINTS CORRECTIONAL FACILITY</b>	5.38 days	Thu 8/11/16	Thu 8/18/16
1169	<b>Pre-Installation</b>	4.38 days	Thu 8/11/16	Wed 8/17/16
1170	<b>Receipt &amp; Pre-Install ITS/WAP Tasks</b>	1.38 days	Thu 8/11/16	Fri 8/12/16
1171	Receive Shipment at Site	1 hr	Thu 8/11/16	Thu 8/11/16
1172	Verify shipment Content to Pick List	2 hrs	Thu 8/11/16	Thu 8/11/16
1173	Telephone room preparation & wiring	1 day	Thu 8/11/16	Fri 8/12/16
1174	Pre-Install Securus ITS/WAP equipment	1 day	Thu 8/11/16	Fri 8/12/16
1175	<b>Install ITS/WAP Phones</b>	2 days	Fri 8/12/16	Tue 8/16/16
1176	Phone room wiring and installation activity	1 day	Fri 8/12/16	Mon 8/15/16
1177	Facility wiring and cross connections	1 day	Fri 8/12/16	Mon 8/15/16
1178	Telephone replacements/installation in dormitories	1 day	Mon 8/15/16	Tue 8/16/16



ID	Task Name	Duration	Start	Finish
1179	<b>Quality Control Checkpoint: Customer Pre-Installation</b>	1 day	Tue 8/16/16	Wed 8/17/16
1180	Verify equipment inventory & installation location	1 day	Tue 8/16/16	Wed 8/17/16
1181	Verify electrical, network/telecom, and telephone installations meet or exceed standards	1 day	Tue 8/16/16	Wed 8/17/16
1182	Complete Field Technician Checklist & return to Project Manager	1 day	Tue 8/16/16	Wed 8/17/16
1183	<b>Internal Quality Control Checkpoint: Equipment Testing / Functional Validation</b>	1 day	Wed 8/17/16	Thu 8/18/16
1184	Verify all Features working properly	1 day	Wed 8/17/16	Thu 8/18/16
1185	Verify phones work, port assignments/call groups set	1 day	Wed 8/17/16	Thu 8/18/16
1186	Complete Test & Validation Checklist and return to Project Manager	1 day	Wed 8/17/16	Thu 8/18/16
1187	<b>WILLARD DRUG TREATMENT CAMPUS</b>	5.38 days	Thu 8/18/16	Thu 8/25/16
1188	<b>Pre-Installation</b>	4.38 days	Thu 8/18/16	Wed 8/24/16
1189	<b>Receipt &amp; Pre-Install ITS/WAP Tasks</b>	1.38 days	Thu 8/18/16	Fri 8/19/16
1190	Receive Shipment at Site	1 hr	Thu 8/18/16	Thu 8/18/16
1191	Verify shipment Content to Pick List	2 hrs	Thu 8/18/16	Thu 8/18/16
1192	Telephone room preparation & wiring	1 day	Thu 8/18/16	Fri 8/19/16
1193	Pre-Install Securus ITS/WAP equipment	1 day	Thu 8/18/16	Fri 8/19/16
1194	<b>Install ITS/WAP Phones</b>	2 days	Fri 8/19/16	Tue 8/23/16
1195	Phone room wiring and installation activity	1 day	Fri 8/19/16	Mon 8/22/16
1196	Facility wiring and cross connections	1 day	Fri 8/19/16	Mon 8/22/16
1197	Telephone replacements/installation in dormitories	1 day	Mon 8/22/16	Tue 8/23/16
1198	<b>Quality Control Checkpoint: Customer Pre-Installation</b>	1 day	Tue 8/23/16	Wed 8/24/16
1199	Verify equipment inventory & installation location	1 day	Tue 8/23/16	Wed 8/24/16
1200	Verify electrical, network/telecom, and telephone installations meet or exceed standards	1 day	Tue 8/23/16	Wed 8/24/16
1201	Complete Field Technician Checklist & return to Project Manager	1 day	Tue 8/23/16	Wed 8/24/16
1202	<b>Internal Quality Control Checkpoint: Equipment Testing / Functional Validation</b>	1 day	Wed 8/24/16	Thu 8/25/16
1203	Verify all Features working properly	1 day	Wed 8/24/16	Thu 8/25/16
1204	Verify phones work, port assignments/call groups set	1 day	Wed 8/24/16	Thu 8/25/16
1205	Complete Test & Validation Checklist and return to Project Manager	1 day	Wed 8/24/16	Thu 8/25/16
1206	<b>MONTEREY SHOCK INCARCERATION CORRECTIONAL FACILITY</b>	5.38 days	Thu 8/18/16	Thu 8/25/16
1207	<b>Pre-Installation</b>	4.38 days	Thu 8/18/16	Wed 8/24/16
1208	<b>Receipt &amp; Pre-Install ITS/WAP Tasks</b>	1.38 days	Thu 8/18/16	Fri 8/19/16
1209	Receive Shipment at Site	1 hr	Thu 8/18/16	Thu 8/18/16
1210	Verify shipment Content to Pick List	2 hrs	Thu 8/18/16	Thu 8/18/16
1211	Telephone room preparation & wiring	1 day	Thu 8/18/16	Fri 8/19/16
1212	Pre-Install Securus ITS/WAP equipment	1 day	Thu 8/18/16	Fri 8/19/16
1213	<b>Install ITS/WAP Phones</b>	2 days	Fri 8/19/16	Tue 8/23/16
1214	Phone room wiring and installation activity	1 day	Fri 8/19/16	Mon 8/22/16
1215	Facility wiring and cross connections	1 day	Fri 8/19/16	Mon 8/22/16



ID	Task Name	Duration	Start	Finish
1216	Telephone replacements/installation in dormitories	1 day	Mon 8/22/16	Tue 8/23/16
1217	<b>Quality Control Checkpoint: Customer Pre-Installation</b>	1 day	Tue 8/23/16	Wed 8/24/16
1218	Verify equipment inventory & installation location	1 day	Tue 8/23/16	Wed 8/24/16
1219	Verify electrical, network/telecom, and telephone installations meet or exceed standards	1 day	Tue 8/23/16	Wed 8/24/16
1220	Complete Field Technician Checklist & return to Project Manager	1 day	Tue 8/23/16	Wed 8/24/16
1221	<b>Internal Quality Control Checkpoint: Equipment Testing / Functional Validation</b>	1 day	Wed 8/24/16	Thu 8/25/16
1222	Verify all Features working properly	1 day	Wed 8/24/16	Thu 8/25/16
1223	Verify phones work, port assignments/call groups set	1 day	Wed 8/24/16	Thu 8/25/16
1224	Complete Test & Validation Checklist and return to Project Manager	1 day	Wed 8/24/16	Thu 8/25/16
1225	<b>SOUTHPORT CORRECTIONAL FACILITY</b>	5.38 days	Thu 8/18/16	Thu 8/25/16
1226	<b>Pre-Installation</b>	4.38 days	Thu 8/18/16	Wed 8/24/16
1227	<b>Receipt &amp; Pre-Install ITS/WAP Tasks</b>	1.38 days	Thu 8/18/16	Fri 8/19/16
1228	Receive Shipment at Site	1 hr	Thu 8/18/16	Thu 8/18/16
1229	Verify shipment Content to Pick List	2 hrs	Thu 8/18/16	Thu 8/18/16
1230	Telephone room preparation & wiring	1 day	Thu 8/18/16	Fri 8/19/16
1231	Pre-Install Securus ITS/WAP equipment	1 day	Thu 8/18/16	Fri 8/19/16
1232	<b>Install ITS/WAP Phones</b>	2 days	Fri 8/19/16	Tue 8/23/16
1233	Phone room wiring and installation activity	1 day	Fri 8/19/16	Mon 8/22/16
1234	Facility wiring and cross connections	1 day	Fri 8/19/16	Mon 8/22/16
1235	Telephone replacements/installation in dormitories	1 day	Mon 8/22/16	Tue 8/23/16
1236	<b>Quality Control Checkpoint: Customer Pre-Installation</b>	1 day	Tue 8/23/16	Wed 8/24/16
1237	Verify equipment inventory & installation location	1 day	Tue 8/23/16	Wed 8/24/16
1238	Verify electrical, network/telecom, and telephone installations meet or exceed standards	1 day	Tue 8/23/16	Wed 8/24/16
1239	Complete Field Technician Checklist & return to Project Manager	1 day	Tue 8/23/16	Wed 8/24/16
1240	<b>Internal Quality Control Checkpoint: Equipment Testing / Functional Validation</b>	1 day	Wed 8/24/16	Thu 8/25/16
1241	Verify all Features working properly	1 day	Wed 8/24/16	Thu 8/25/16
1242	Verify phones work, port assignments/call groups set	1 day	Wed 8/24/16	Thu 8/25/16
1243	Complete Test & Validation Checklist and return to Project Manager	1 day	Wed 8/24/16	Thu 8/25/16
1244	<b>ELMIRA CORRECTIONAL FACILITY AND RECEPTION CENTER</b>	5.38 days	Thu 8/25/16	Fri 9/2/16
1245	<b>Pre-Installation</b>	4.38 days	Thu 8/25/16	Thu 9/1/16
1246	<b>Receipt &amp; Pre-Install ITS/WAP Tasks</b>	1.38 days	Thu 8/25/16	Mon 8/29/16
1247	Receive Shipment at Site	1 hr	Thu 8/25/16	Thu 8/25/16
1248	Verify shipment Content to Pick List	2 hrs	Thu 8/25/16	Fri 8/26/16
1249	Telephone room preparation & wiring	1 day	Fri 8/26/16	Mon 8/29/16
1250	Pre-Install Securus ITS/WAP equipment	1 day	Fri 8/26/16	Mon 8/29/16
1251	<b>Install ITS/WAP Phones</b>	2 days	Mon 8/29/16	Wed 8/31/16
1252	Phone room wiring and installation activity	1 day	Mon 8/29/16	Tue 8/30/16

ID	Task Name	Duration	Start	Finish
1253	Facility wiring and cross connections	1 day	Mon 8/29/16	Tue 8/30/16
1254	Telephone replacements/installation in dormitories	1 day	Tue 8/30/16	Wed 8/31/16
1255	<b>Quality Control Checkpoint: Customer Pre-Installation</b>	1 day	Wed 8/31/16	Thu 9/1/16
1256	Verify equipment inventory & installation location	1 day	Wed 8/31/16	Thu 9/1/16
1257	Verify electrical, network/telecom, and telephone installations meet or exceed standards	1 day	Wed 8/31/16	Thu 9/1/16
1258	Complete Field Technician Checklist & return to Project Manager	1 day	Wed 8/31/16	Thu 9/1/16
1259	<b>Internal Quality Control Checkpoint: Equipment Testing / Functional Validation</b>	1 day	Thu 9/1/16	Fri 9/2/16
1260	Verify all Features working properly	1 day	Thu 9/1/16	Fri 9/2/16
1261	Verify phones work, port assignments/call groups set	1 day	Thu 9/1/16	Fri 9/2/16
1262	Complete Test & Validation Checklist and return to Project Manager	1 day	Thu 9/1/16	Fri 9/2/16
1263	<b>Installation Region 4 Facilities</b>	26.88 days	Tue 7/19/16	Thu 8/25/16
1264	<b>SHAWANGUNK CORRECTIONAL FACILITY</b>	5.38 days	Tue 7/19/16	Wed 7/27/16
1265	<b>Pre-Installation</b>	4.38 days	Tue 7/19/16	Tue 7/26/16
1266	<b>Receipt &amp; Pre-Install ITS/WAP Tasks</b>	1.38 days	Tue 7/19/16	Thu 7/21/16
1267	Receive Shipment at Site	1 hr	Tue 7/19/16	Tue 7/19/16
1268	Verify shipment Content to Pick List	2 hrs	Wed 7/20/16	Wed 7/20/16
1269	Telephone room preparation & wiring	1 day	Wed 7/20/16	Thu 7/21/16
1270	Pre-Install Securus ITS/WAP equipment	1 day	Wed 7/20/16	Thu 7/21/16
1271	<b>Install ITS/WAP Phones</b>	2 days	Thu 7/21/16	Mon 7/25/16
1272	Phone room wiring and installation activity	1 day	Thu 7/21/16	Fri 7/22/16
1273	Facility wiring and cross connections	1 day	Thu 7/21/16	Fri 7/22/16
1274	Telephone replacements/installation in dormitories	1 day	Fri 7/22/16	Mon 7/25/16
1275	<b>Quality Control Checkpoint: Customer Pre-Installation</b>	1 day	Mon 7/25/16	Tue 7/26/16
1276	Verify equipment inventory & installation location	1 day	Mon 7/25/16	Tue 7/26/16
1277	Verify electrical, network/telecom, and telephone installations meet or exceed standards	1 day	Mon 7/25/16	Tue 7/26/16
1278	Complete Field Technician Checklist & return to Project Manager	1 day	Mon 7/25/16	Tue 7/26/16
1279	<b>Internal Quality Control Checkpoint: Equipment Testing / Functional Validation</b>	1 day	Tue 7/26/16	Wed 7/27/16
1280	Verify all Features working properly	1 day	Tue 7/26/16	Wed 7/27/16
1281	Verify phones work, port assignments/call groups set	1 day	Tue 7/26/16	Wed 7/27/16
1282	Complete Test & Validation Checklist and return to Project Manager	1 day	Tue 7/26/16	Wed 7/27/16
1283	<b>WALLKILL CORRECTIONAL FACILITY</b>	5.38 days	Tue 7/19/16	Wed 7/27/16
1284	<b>Pre-Installation</b>	4.38 days	Tue 7/19/16	Tue 7/26/16
1285	<b>Receipt &amp; Pre-Install ITS/WAP Tasks</b>	1.38 days	Tue 7/19/16	Thu 7/21/16
1286	Receive Shipment at Site	1 hr	Tue 7/19/16	Tue 7/19/16
1287	Verify shipment Content to Pick List	2 hrs	Wed 7/20/16	Wed 7/20/16
1288	Telephone room preparation & wiring	1 day	Wed 7/20/16	Thu 7/21/16
1289	Pre-Install Securus ITS/WAP equipment	1 day	Wed 7/20/16	Thu 7/21/16



ID	Task Name	Duration	Start	Finish
1290	<b>Install ITS/WAP Phones</b>	<b>2 days</b>	<b>Thu 7/21/16</b>	<b>Mon 7/25/16</b>
1291	Phone room wiring and installation activity	1 day	Thu 7/21/16	Fri 7/22/16
1292	Facility wiring and cross connections	1 day	Thu 7/21/16	Fri 7/22/16
1293	Telephone replacements/installation in dormitories	1 day	Fri 7/22/16	Mon 7/25/16
1294	<b>Quality Control Checkpoint: Customer Pre-Installation</b>	<b>1 day</b>	<b>Mon 7/25/16</b>	<b>Tue 7/26/16</b>
1295	Verify equipment inventory & installation location	1 day	Mon 7/25/16	Tue 7/26/16
1296	Verify electrical, network/telecom, and telephone installations meet or exceed standards	1 day	Mon 7/25/16	Tue 7/26/16
1297	Complete Field Technician Checklist & return to Project Manager	1 day	Mon 7/25/16	Tue 7/26/16
1298	<b>Internal Quality Control Checkpoint: Equipment Testing / Functional Validation</b>	<b>1 day</b>	<b>Tue 7/26/16</b>	<b>Wed 7/27/16</b>
1299	Verify all Features working properly	1 day	Tue 7/26/16	Wed 7/27/16
1300	Verify phones work, port assignments/call groups set	1 day	Tue 7/26/16	Wed 7/27/16
1301	Complete Test & Validation Checklist and return to Project Manager	1 day	Tue 7/26/16	Wed 7/27/16
1302	<b>OTISVILLE CORRECTIONAL FACILITY</b>	<b>5.38 days</b>	<b>Tue 7/19/16</b>	<b>Wed 7/27/16</b>
1303	<b>Pre-Installation</b>	<b>4.38 days</b>	<b>Tue 7/19/16</b>	<b>Tue 7/26/16</b>
1304	<b>Receipt &amp; Pre-Install ITS/WAP Tasks</b>	<b>1.38 days</b>	<b>Tue 7/19/16</b>	<b>Thu 7/21/16</b>
1305	Receive Shipment at Site	1 hr	Tue 7/19/16	Tue 7/19/16
1306	Verify shipment Content to Pick List	2 hrs	Wed 7/20/16	Wed 7/20/16
1307	Telephone room preparation & wiring	1 day	Wed 7/20/16	Thu 7/21/16
1308	Pre-Install Securus ITS/WAP equipment	1 day	Wed 7/20/16	Thu 7/21/16
1309	<b>Install ITS/WAP Phones</b>	<b>2 days</b>	<b>Thu 7/21/16</b>	<b>Mon 7/25/16</b>
1310	Phone room wiring and installation activity	1 day	Thu 7/21/16	Fri 7/22/16
1311	Facility wiring and cross connections	1 day	Thu 7/21/16	Fri 7/22/16
1312	Telephone replacements/installation in dormitories	1 day	Fri 7/22/16	Mon 7/25/16
1313	<b>Quality Control Checkpoint: Customer Pre-Installation</b>	<b>1 day</b>	<b>Mon 7/25/16</b>	<b>Tue 7/26/16</b>
1314	Verify equipment inventory & installation location	1 day	Mon 7/25/16	Tue 7/26/16
1315	Verify electrical, network/telecom, and telephone installations meet or exceed standards	1 day	Mon 7/25/16	Tue 7/26/16
1316	Complete Field Technician Checklist & return to Project Manager	1 day	Mon 7/25/16	Tue 7/26/16
1317	<b>Internal Quality Control Checkpoint: Equipment Testing / Functional Validation</b>	<b>1 day</b>	<b>Tue 7/26/16</b>	<b>Wed 7/27/16</b>
1318	Verify all Features working properly	1 day	Tue 7/26/16	Wed 7/27/16
1319	Verify phones work, port assignments/call groups set	1 day	Tue 7/26/16	Wed 7/27/16
1320	Complete Test & Validation Checklist and return to Project Manager	1 day	Tue 7/26/16	Wed 7/27/16
1321	<b>FISHKILL CORRECTIONAL FACILITY</b>	<b>5.38 days</b>	<b>Wed 7/27/16</b>	<b>Wed 8/3/16</b>
1322	<b>Pre-Installation</b>	<b>4.38 days</b>	<b>Wed 7/27/16</b>	<b>Tue 8/2/16</b>
1323	<b>Receipt &amp; Pre-Install ITS/WAP Tasks</b>	<b>1.38 days</b>	<b>Wed 7/27/16</b>	<b>Thu 7/28/16</b>
1324	Receive Shipment at Site	1 hr	Wed 7/27/16	Wed 7/27/16
1325	Verify shipment Content to Pick List	2 hrs	Wed 7/27/16	Wed 7/27/16
1326	Telephone room preparation & wiring	1 day	Wed 7/27/16	Thu 7/28/16



ID	Task Name	Duration	Start	Finish
1327	Pre-Install Securus ITSWAP equipment	1 day	Wed 7/27/16	Thu 7/28/16
1328	<b>Install ITSWAP Phones</b>	<b>2 days</b>	<b>Thu 7/28/16</b>	<b>Mon 8/1/16</b>
1329	Phone room wiring and installation activity	1 day	Thu 7/28/16	Fri 7/29/16
1330	Facility wiring and cross connections	1 day	Thu 7/28/16	Fri 7/29/16
1331	Telephone replacements/installation in dormitories	1 day	Fri 7/29/16	Mon 8/1/16
1332	<b>Quality Control Checkpoint: Customer Pre-Installation</b>	<b>1 day</b>	<b>Mon 8/1/16</b>	<b>Tue 8/2/16</b>
1333	Verify equipment inventory & installation location	1 day	Mon 8/1/16	Tue 8/2/16
1334	Verify electrical network/telecom, and telephone installations meet or exceed standa	1 day	Mon 8/1/16	Tue 8/2/16
1335	Complete Field Technician Checklist & return to Project Manager	1 day	Mon 8/1/16	Tue 8/2/16
1336	<b>Internal Quality Control Checkpoint: Equipment Testing / Functional Validation</b>	<b>1 day</b>	<b>Tue 8/2/16</b>	<b>Wed 8/3/16</b>
1337	Verify all Features working properly	1 day	Tue 8/2/16	Wed 8/3/16
1338	Verify phones work, port assignments/call groups set	1 day	Tue 8/2/16	Wed 8/3/16
1339	Complete Test & Validation Checklist and return to Project Manager	1 day	Tue 8/2/16	Wed 8/3/16
1340	<b>BEACON CORRECTIONAL FACILITY</b>	<b>5.38 days</b>	<b>Wed 7/27/16</b>	<b>Wed 8/3/16</b>
1341	<b>Pre-Installation</b>	<b>4.38 days</b>	<b>Wed 7/27/16</b>	<b>Tue 8/2/16</b>
1342	<b>Receipt &amp; Pre-Install ITSWAP Tasks</b>	<b>1.38 days</b>	<b>Wed 7/27/16</b>	<b>Thu 7/28/16</b>
1343	Receive Shipment at Site	1 hr	Wed 7/27/16	Wed 7/27/16
1344	Verify shipment Content to Pick List	2 hrs	Wed 7/27/16	Wed 7/27/16
1345	Telephone room preparation & wiring	1 day	Wed 7/27/16	Thu 7/28/16
1346	Pre-Install Securus ITSWAP equipment	1 day	Wed 7/27/16	Thu 7/28/16
1347	<b>Install ITSWAP Phones</b>	<b>2 days</b>	<b>Thu 7/28/16</b>	<b>Mon 8/1/16</b>
1348	Phone room wiring and installation activity	1 day	Thu 7/28/16	Fri 7/29/16
1349	Facility wiring and cross connections	1 day	Thu 7/28/16	Fri 7/29/16
1350	Telephone replacements/installation in dormitories	1 day	Fri 7/29/16	Mon 8/1/16
1351	<b>Quality Control Checkpoint: Customer Pre-Installation</b>	<b>1 day</b>	<b>Mon 8/1/16</b>	<b>Tue 8/2/16</b>
1352	Verify equipment inventory & installation location	1 day	Mon 8/1/16	Tue 8/2/16
1353	Verify electrical network/telecom, and telephone installations meet or exceed standa	1 day	Mon 8/1/16	Tue 8/2/16
1354	Complete Field Technician Checklist & return to Project Manager	1 day	Mon 8/1/16	Tue 8/2/16
1355	<b>Internal Quality Control Checkpoint: Equipment Testing / Functional Validation</b>	<b>1 day</b>	<b>Tue 8/2/16</b>	<b>Wed 8/3/16</b>
1356	Verify all Features working properly	1 day	Tue 8/2/16	Wed 8/3/16
1357	Verify phones work, port assignments/call groups set	1 day	Tue 8/2/16	Wed 8/3/16
1358	Complete Test & Validation Checklist and return to Project Manager	1 day	Tue 8/2/16	Wed 8/3/16
1359	<b>DOWNSTATE CORRECTIONAL FACILITY</b>	<b>5.38 days</b>	<b>Wed 7/27/16</b>	<b>Wed 8/3/16</b>
1360	<b>Pre-Installation</b>	<b>4.38 days</b>	<b>Wed 7/27/16</b>	<b>Tue 8/2/16</b>
1361	<b>Receipt &amp; Pre-Install ITSWAP Tasks</b>	<b>1.38 days</b>	<b>Wed 7/27/16</b>	<b>Thu 7/28/16</b>
1362	Receive Shipment at Site	1 hr	Wed 7/27/16	Wed 7/27/16
1363	Verify shipment Content to Pick List	2 hrs	Wed 7/27/16	Wed 7/27/16

ID	Task Name	Duration	Start	Finish
1364	Telephone room preparation & wiring	1 day	Wed 7/27/16	Thu 7/28/16
1365	Pre-Install Securus ITSWAP equipment	1 day	Wed 7/27/16	Thu 7/28/16
1366	<b>Install ITSWAP Phones</b>	<b>2 days</b>	<b>Thu 7/28/16</b>	<b>Mon 8/1/16</b>
1367	Phone room wiring and installation activity	1 day	Thu 7/28/16	Fri 7/29/16
1368	Facility wiring and cross connections	1 day	Thu 7/28/16	Fri 7/29/16
1369	Telephone replacements/installation in dormitories	1 day	Fri 7/29/16	Mon 8/1/16
1370	<b>Quality Control Checkpoint: Customer Pre-Installation</b>	<b>1 day</b>	<b>Mon 8/1/16</b>	<b>Tue 8/2/16</b>
1371	Verify equipment inventory & installation location	1 day	Mon 8/1/16	Tue 8/2/16
1372	Verify electrical network/telecom, and telephone installations meet or exceed standards	1 day	Mon 8/1/16	Tue 8/2/16
1373	Complete Field Technician Checklist & return to Project Manager	1 day	Mon 8/1/16	Tue 8/2/16
1374	<b>Internal Quality Control Checkpoint: Equipment Testing / Functional Validation</b>	<b>1 day</b>	<b>Tue 8/2/16</b>	<b>Wed 8/3/16</b>
1375	Verify all Features working properly	1 day	Tue 8/2/16	Wed 8/3/16
1376	Verify phones work, port assignments/call groups set	1 day	Tue 8/2/16	Wed 8/3/16
1377	Complete Test & Validation Checklist and return to Project Manager	1 day	Tue 8/2/16	Wed 8/3/16
1378	<b>GREEN HAVEN CORRECTIONAL FACILITY</b>	<b>5.38 days</b>	<b>Wed 8/3/16</b>	<b>Wed 8/10/16</b>
1379	<b>Pre-Installation</b>	<b>4.38 days</b>	<b>Wed 8/3/16</b>	<b>Tue 8/9/16</b>
1380	<b>Receipt &amp; Pre-Install ITSWAP Tasks</b>	<b>1.38 days</b>	<b>Wed 8/3/16</b>	<b>Thu 8/4/16</b>
1381	Receive Shipment at Site	1 hr	Wed 8/3/16	Wed 8/3/16
1382	Verify shipment Content to Pick List	2 hrs	Wed 8/3/16	Wed 8/3/16
1383	Telephone room preparation & wiring	1 day	Thu 8/4/16	Thu 8/4/16
1384	Pre-Install Securus ITSWAP equipment	1 day	Thu 8/4/16	Thu 8/4/16
1385	<b>Install ITSWAP Phones</b>	<b>2 days</b>	<b>Fri 8/5/16</b>	<b>Mon 8/8/16</b>
1386	Phone room wiring and installation activity	1 day	Fri 8/5/16	Fri 8/5/16
1387	Facility wiring and cross connections	1 day	Fri 8/5/16	Fri 8/5/16
1388	Telephone replacements/installation in dormitories	1 day	Mon 8/8/16	Mon 8/8/16
1389	<b>Quality Control Checkpoint: Customer Pre-Installation</b>	<b>1 day</b>	<b>Tue 8/9/16</b>	<b>Tue 8/9/16</b>
1390	Verify equipment inventory & installation location	1 day	Tue 8/9/16	Tue 8/9/16
1391	Verify electrical, network/telecom, and telephone installations meet or exceed standards	1 day	Tue 8/9/16	Tue 8/9/16
1392	Complete Field Technician Checklist & return to Project Manager	1 day	Tue 8/9/16	Tue 8/9/16
1393	<b>Internal Quality Control Checkpoint: Equipment Testing / Functional Validation</b>	<b>1 day</b>	<b>Wed 8/10/16</b>	<b>Wed 8/10/16</b>
1394	Verify all Features working properly	1 day	Wed 8/10/16	Wed 8/10/16
1395	Verify phones work, port assignments/call groups set	1 day	Wed 8/10/16	Wed 8/10/16
1396	Complete Test & Validation Checklist and return to Project Manager	1 day	Wed 8/10/16	Wed 8/10/16
1397	<b>TACONIC CORRECTIONAL FACILITY</b>	<b>5.38 days</b>	<b>Wed 8/3/16</b>	<b>Wed 8/10/16</b>
1398	<b>Pre-Installation</b>	<b>4.38 days</b>	<b>Wed 8/3/16</b>	<b>Tue 8/9/16</b>
1399	<b>Receipt &amp; Pre-Install ITSWAP Tasks</b>	<b>1.38 days</b>	<b>Wed 8/3/16</b>	<b>Thu 8/4/16</b>
1400	Receive Shipment at Site	1 hr	Wed 8/3/16	Wed 8/3/16



ID	Task Name	Duration	Start	Finish
1401	Verify shipment Content to Pick List	2 hrs	Wed 8/3/16	Wed 8/3/16
1402	Telephone room preparation & wiring	1 day	Thu 8/4/16	Thu 8/4/16
1403	Pre-Install Securus ITSWAP equipment	1 day	Thu 8/4/16	Thu 8/4/16
1404	<b>Install ITSWAP Phones</b>	<b>2 days</b>	<b>Fri 8/5/16</b>	<b>Mon 8/8/16</b>
1405	Phone room wiring and installation activity	1 day	Fri 8/5/16	Fri 8/5/16
1406	Facility wiring and cross connections	1 day	Fri 8/5/16	Fri 8/5/16
1407	Telephone replacements/installation in dormitories	1 day	Mon 8/8/16	Mon 8/8/16
1408	<b>Quality Control Checkpoint: Customer Pre-Installation</b>	<b>1 day</b>	<b>Tue 8/9/16</b>	<b>Tue 8/9/16</b>
1409	Verify equipment inventory & installation location	1 day	Tue 8/9/16	Tue 8/9/16
1410	Verify electrical, network/telecom, and telephone installations meet or exceed standards	1 day	Tue 8/9/16	Tue 8/9/16
1411	Complete Field Technician Checklist & return to Project Manager	1 day	Tue 8/9/16	Tue 8/9/16
1412	<b>Internal Quality Control Checkpoint: Equipment Testing / Functional Validation</b>	<b>1 day</b>	<b>Wed 8/10/16</b>	<b>Wed 8/10/16</b>
1413	Verify all Features working properly	1 day	Wed 8/10/16	Wed 8/10/16
1414	Verify phones work, port assignments/call groups set	1 day	Wed 8/10/16	Wed 8/10/16
1415	Complete Test & Validation Checklist and return to Project Manager	1 day	Wed 8/10/16	Wed 8/10/16
1416	<b>BEDFORD HILLS CORRECTIONAL FACILITY</b>	<b>5.38 days</b>	<b>Wed 8/3/16</b>	<b>Wed 8/10/16</b>
1417	<b>Pre-Installation</b>	<b>4.38 days</b>	<b>Wed 8/3/16</b>	<b>Tue 8/9/16</b>
1418	<b>Receipt &amp; Pre-Install ITSWAP Tasks</b>	<b>1.38 days</b>	<b>Wed 8/3/16</b>	<b>Thu 8/4/16</b>
1419	Receive Shipment at Site	1 hr	Wed 8/3/16	Wed 8/3/16
1420	Verify shipment Content to Pick List	2 hrs	Wed 8/3/16	Wed 8/3/16
1421	Telephone room preparation & wiring	1 day	Thu 8/4/16	Thu 8/4/16
1422	Pre-Install Securus ITSWAP equipment	1 day	Thu 8/4/16	Thu 8/4/16
1423	<b>Install ITSWAP Phones</b>	<b>2 days</b>	<b>Fri 8/5/16</b>	<b>Mon 8/8/16</b>
1424	Phone room wiring and installation activity	1 day	Fri 8/5/16	Fri 8/5/16
1425	Facility wiring and cross connections	1 day	Fri 8/5/16	Fri 8/5/16
1426	Telephone replacements/installation in dormitories	1 day	Mon 8/8/16	Mon 8/8/16
1427	<b>Quality Control Checkpoint: Customer Pre-Installation</b>	<b>1 day</b>	<b>Tue 8/9/16</b>	<b>Tue 8/9/16</b>
1428	Verify equipment inventory & installation location	1 day	Tue 8/9/16	Tue 8/9/16
1429	Verify electrical, network/telecom, and telephone installations meet or exceed standards	1 day	Tue 8/9/16	Tue 8/9/16
1430	Complete Field Technician Checklist & return to Project Manager	1 day	Tue 8/9/16	Tue 8/9/16
1431	<b>Internal Quality Control Checkpoint: Equipment Testing / Functional Validation</b>	<b>1 day</b>	<b>Wed 8/10/16</b>	<b>Wed 8/10/16</b>
1432	Verify all Features working properly	1 day	Wed 8/10/16	Wed 8/10/16
1433	Verify phones work, port assignments/call groups set	1 day	Wed 8/10/16	Wed 8/10/16
1434	Complete Test & Validation Checklist and return to Project Manager	1 day	Wed 8/10/16	Wed 8/10/16
1435	<b>SING SING CORRECTIONAL FACILITY</b>	<b>5.38 days</b>	<b>Thu 8/11/16</b>	<b>Thu 8/18/16</b>
1436	<b>Pre-Installation</b>	<b>4.38 days</b>	<b>Thu 8/11/16</b>	<b>Wed 8/17/16</b>
1437	<b>Receipt &amp; Pre-Install ITSWAP Tasks</b>	<b>1.38 days</b>	<b>Thu 8/11/16</b>	<b>Fri 8/12/16</b>

ID	Task Name	Duration	Start	Finish
1438	Receive Shipment at Site	1 hr	Thu 8/11/16	Thu 8/11/16
1439	Verify shipment Content to Pick List	2 hrs	Thu 8/11/16	Thu 8/11/16
1440	Telephone room preparation & wiring	1 day	Thu 8/11/16	Fri 8/12/16
1441	Pre-Install Securus IT'SWAP equipment	1 day	Thu 8/11/16	Fri 8/12/16
1442	<b>Install IT'SWAP Phones</b>	<b>2 days</b>	<b>Fri 8/12/16</b>	<b>Tue 8/16/16</b>
1443	Phone room wiring and installation activity	1 day	Fri 8/12/16	Mon 8/15/16
1444	Facility wiring and cross connections	1 day	Fri 8/12/16	Mon 8/15/16
1445	Telephone replacements/Installation in dormitories	1 day	Mon 8/15/16	Tue 8/16/16
1446	<b>Quality Control Checkpoint: Customer Pre-Installation</b>	<b>1 day</b>	<b>Tue 8/16/16</b>	<b>Wed 8/17/16</b>
1447	Verify equipment inventory & installation location	1 day	Tue 8/16/16	Wed 8/17/16
1448	Verify electrical, network/telecom, and telephone installations meet or exceed standards	1 day	Tue 8/16/16	Wed 8/17/16
1449	Complete Field Technician Checklist & return to Project Manager	1 day	Tue 8/16/16	Wed 8/17/16
1450	<b>Internal Quality Control Checkpoint: Equipment Testing / Functional Validation</b>	<b>1 day</b>	<b>Wed 8/17/16</b>	<b>Thu 8/18/16</b>
1451	Verify all Features working properly	1 day	Wed 8/17/16	Thu 8/18/16
1452	Verify phones work, port assignments/call groups set	1 day	Wed 8/17/16	Thu 8/18/16
1453	Complete Test & Validation Checklist and return to Project Manager	1 day	Wed 8/17/16	Thu 8/18/16
1454	<b>EDGEcombe RESIDENTIAL TREATMENT FACILITY</b>	<b>5.38 days</b>	<b>Thu 8/11/16</b>	<b>Thu 8/18/16</b>
1455	<b>Pre-Installation</b>	<b>4.38 days</b>	<b>Thu 8/11/16</b>	<b>Wed 8/17/16</b>
1456	<b>Receipt &amp; Pre-Install IT'SWAP Tasks</b>	<b>1.38 days</b>	<b>Thu 8/11/16</b>	<b>Fri 8/12/16</b>
1457	Receive Shipment at Site	1 hr	Thu 8/11/16	Thu 8/11/16
1458	Verify shipment Content to Pick List	2 hrs	Thu 8/11/16	Thu 8/11/16
1459	Telephone room preparation & wiring	1 day	Thu 8/11/16	Fri 8/12/16
1460	Pre-Install Securus IT'SWAP equipment	1 day	Thu 8/11/16	Fri 8/12/16
1461	<b>Install IT'SWAP Phones</b>	<b>2 days</b>	<b>Fri 8/12/16</b>	<b>Tue 8/16/16</b>
1462	Phone room wiring and installation activity	1 day	Fri 8/12/16	Mon 8/15/16
1463	Facility wiring and cross connections	1 day	Fri 8/12/16	Mon 8/15/16
1464	Telephone replacements/Installation in dormitories	1 day	Mon 8/15/16	Tue 8/16/16
1465	<b>Quality Control Checkpoint: Customer Pre-Installation</b>	<b>1 day</b>	<b>Tue 8/16/16</b>	<b>Wed 8/17/16</b>
1466	Verify equipment inventory & installation location	1 day	Tue 8/16/16	Wed 8/17/16
1467	Verify electrical, network/telecom, and telephone installations meet or exceed standards	1 day	Tue 8/16/16	Wed 8/17/16
1468	Complete Field Technician Checklist & return to Project Manager	1 day	Tue 8/16/16	Wed 8/17/16
1469	<b>Internal Quality Control Checkpoint: Equipment Testing / Functional Validation</b>	<b>1 day</b>	<b>Wed 8/17/16</b>	<b>Thu 8/18/16</b>
1470	Verify all Features working properly	1 day	Wed 8/17/16	Thu 8/18/16
1471	Verify phones work, port assignments/call groups set	1 day	Wed 8/17/16	Thu 8/18/16
1472	Complete Test & Validation Checklist and return to Project Manager	1 day	Wed 8/17/16	Thu 8/18/16
1473	<b>BAYVIEW CORRECTIONAL FACILITY</b>	<b>5.38 days</b>	<b>Thu 8/11/16</b>	<b>Thu 8/18/16</b>
1474	<b>Pre-Installation</b>	<b>4.38 days</b>	<b>Thu 8/11/16</b>	<b>Wed 8/17/16</b>



ID	Task Name	Duration	Start	Finish
1475	<b>Receipt &amp; Pre-Install ITS/WAP Tasks</b>	<b>1.38 days</b>	<b>Thu 8/11/16</b>	<b>Fri 8/12/16</b>
1476	Receive Shipment at Site	1 hr	Thu 8/11/16	Thu 8/11/16
1477	Verify shipment Content to Pick List	2 hrs	Thu 8/11/16	Thu 8/11/16
1478	Telephone room preparation & wiring	1 day	Thu 8/11/16	Fri 8/12/16
1479	Pre-Install Securus ITS/WAP equipment	1 day	Thu 8/11/16	Fri 8/12/16
1480	<b>Install ITS/WAP Phones</b>	<b>2 days</b>	<b>Fri 8/12/16</b>	<b>Tue 8/16/16</b>
1481	Phone room wiring and installation activity	1 day	Fri 8/12/16	Mon 8/15/16
1482	Facility wiring and cross connections	1 day	Fri 8/12/16	Mon 8/15/16
1483	Telephone replacements/installation in dormitories	1 day	Mon 8/15/16	Tue 8/16/16
1484	<b>Quality Control Checkpoint: Customer Pre-Installation</b>	<b>1 day</b>	<b>Tue 8/16/16</b>	<b>Wed 8/17/16</b>
1485	Verify equipment inventory & installation location	1 day	Tue 8/16/16	Wed 8/17/16
1486	Verify electrical, network/telecom, and telephone installations meet or exceed standa	1 day	Tue 8/16/16	Wed 8/17/16
1487	Complete Field Technician Checklist & return to Project Manager	1 day	Tue 8/16/16	Wed 8/17/16
1488	<b>Internal Quality Control Checkpoint: Equipment Testing / Functional Validation</b>	<b>1 day</b>	<b>Wed 8/17/16</b>	<b>Thu 8/18/16</b>
1489	Verify all Features working properly	1 day	Wed 8/17/16	Thu 8/18/16
1490	Verify phones work, port assignments/call groups set	1 day	Wed 8/17/16	Thu 8/18/16
1491	Complete Test & Validation Checklist and return to Project Manager	1 day	Wed 8/17/16	Thu 8/18/16
1492		1 day	Wed 8/17/16	Thu 8/18/16
1493	<b>LINCOLN CORRECTIONAL FACILITY</b>			
1494	<b>Pre-Installation</b>			
1495	<b>Receipt &amp; Pre-Install ITS/WAP Tasks</b>	<b>5.38 days</b>	<b>Thu 8/18/16</b>	<b>Thu 8/25/16</b>
1496	Receive Shipment at Site	1 hr	Thu 8/18/16	Thu 8/18/16
1497	Verify shipment Content to Pick List	2 hrs	Thu 8/18/16	Thu 8/18/16
1498	Telephone room preparation & wiring	1 day	Thu 8/18/16	Fri 8/19/16
1499	Pre-Install Securus ITS/WAP equipment	1 day	Thu 8/18/16	Fri 8/19/16
1500	<b>Install ITS/WAP Phones</b>	<b>2 days</b>	<b>Fri 8/19/16</b>	<b>Tue 8/23/16</b>
1501	Phone room wiring and installation activity	1 day	Fri 8/19/16	Mon 8/22/16
1502	Facility wiring and cross connections	1 day	Fri 8/19/16	Mon 8/22/16
1503	Telephone replacements/installation in dormitories	1 day	Mon 8/22/16	Tue 8/23/16
1504	<b>Quality Control Checkpoint: Customer Pre-Installation</b>	<b>1 day</b>	<b>Tue 8/23/16</b>	<b>Wed 8/24/16</b>
1505	Verify equipment inventory & installation location	1 day	Tue 8/23/16	Wed 8/24/16
1506	Verify electrical, network/telecom, and telephone installations meet or exceed standa	1 day	Tue 8/23/16	Wed 8/24/16
1507	Complete Field Technician Checklist & return to Project Manager	1 day	Tue 8/23/16	Wed 8/24/16
1508	<b>Internal Quality Control Checkpoint: Equipment Testing / Functional Validation</b>	<b>1 day</b>	<b>Wed 8/24/16</b>	<b>Thu 8/25/16</b>
1509	Verify all Features working properly	1 day	Wed 8/24/16	Thu 8/25/16
1510	Verify phones work, port assignments/call groups set	1 day	Wed 8/24/16	Thu 8/25/16
1511	Complete Test & Validation Checklist and return to Project Manager	1 day	Wed 8/24/16	Thu 8/25/16
	<b>QUEENSBORO CORRECTIONAL FACILITY</b>	<b>5.38 days</b>	<b>Thu 8/18/16</b>	<b>Thu 8/25/16</b>

ID	Task Name	Duration	Start	Finish
1512	<b>Pre-Installation</b>	<b>4.38 days</b>	<b>Thu 8/18/16</b>	<b>Wed 8/24/16</b>
1513	<b>Receipt &amp; Pre-Install ITS/WAP Tasks</b>	<b>1.38 days</b>	<b>Thu 8/18/16</b>	<b>Fri 8/19/16</b>
1514	Receive Shipment at Site	1 hr	Thu 8/18/16	Thu 8/18/16
1515	Verify shipment Content to Pick List	2 hrs	Thu 8/18/16	Thu 8/18/16
1516	Telephone room preparation & wiring	1 day	Thu 8/18/16	Fri 8/19/16
1517	Pre-Install Securus ITS/WAP equipment	1 day	Thu 8/18/16	Fri 8/19/16
1518	<b>Install ITS/WAP Phones</b>	<b>2 days</b>	<b>Fri 8/19/16</b>	<b>Tue 8/23/16</b>
1519	Phone room wiring and installation activity	1 day	Fri 8/19/16	Mon 8/22/16
1520	Facility wiring and cross connections	1 day	Fri 8/19/16	Mon 8/22/16
1521	Telephone replacements/Installation in dormitories	1 day	Mon 8/22/16	Tue 8/23/16
1522	<b>Quality Control Checkpoint: Customer Pre-Installation</b>	<b>1 day</b>	<b>Tue 8/23/16</b>	<b>Wed 8/24/16</b>
1523	Verify equipment inventory & installation location	1 day	Tue 8/23/16	Wed 8/24/16
1524	Verify electrical, network/telecom, and telephone installations meet or exceed standards	1 day	Tue 8/23/16	Wed 8/24/16
1525	Complete Field Technician Checklist & return to Project Manager	1 day	Tue 8/23/16	Wed 8/24/16
1526	<b>Internal Quality Control Checkpoint: Equipment Testing / Functional Validation</b>	<b>1 day</b>	<b>Wed 8/24/16</b>	<b>Thu 8/25/16</b>
1527	Verify all Features working properly	1 day	Wed 8/24/16	Thu 8/25/16
1528	Verify phones work, port assignments/call groups set	1 day	Wed 8/24/16	Thu 8/25/16
1529	Complete Test & Validation Checklist and return to Project Manager	1 day	Wed 8/24/16	Thu 8/25/16
1530	<b>Securus &amp; NY DOC Team Meeting - Touch Point</b>	<b>0.5 days</b>	<b>Fri 9/2/16</b>	<b>Fri 9/2/16</b>
1531	Review installation progress & quality control documentation for Correctional Facility	4 hrs	Fri 9/2/16	Fri 9/2/16
1532	Discuss other ongoing and upcoming activities for remaining NY DOC installations	4 hrs	Fri 9/2/16	Fri 9/2/16
1533	<b>Project Controlling, Monitoring, and Closing Phase</b>	<b>25.25 days</b>	<b>Wed 7/27/16</b>	<b>Wed 8/31/16</b>
1534	<b>Cut Over Implementations By Site</b>	<b>25.25 days</b>	<b>Wed 7/27/16</b>	<b>Wed 8/31/16</b>
1535	<b>Installation Region 1 Facilities</b>	<b>25.25 days</b>	<b>Wed 7/27/16</b>	<b>Wed 8/31/16</b>
1536	<b>CAPE VINCENT CORRECTIONAL FACILITY</b>	<b>3.75 days</b>	<b>Wed 7/27/16</b>	<b>Mon 8/1/16</b>
1537	<b>Transport Test &amp; Turn-up Activities with Telecom Provider</b>	<b>1 day</b>	<b>Wed 7/27/16</b>	<b>Thu 7/28/16</b>
1538	Transport turned up with Telecom Provider	1 day	Wed 7/27/16	Thu 7/28/16
1539	Circuit connected to Securus equipment	1 day	Wed 7/27/16	Thu 7/28/16
1540	Installation Support confirmation that Securus equipment on-line	1 day	Wed 7/27/16	Thu 7/28/16
1541	<b>Cut-Over to Securus</b>	<b>2.31 days</b>	<b>Wed 7/27/16</b>	<b>Fri 7/29/16</b>
1542	Re-Verify all Features working properly	0.5 hrs	Wed 7/27/16	Wed 7/27/16
1543	Re-Verify phones work, port assignments/call groups set	0.5 hrs	Wed 7/27/16	Wed 7/27/16
1544	Post Cutover QA Checklist & Test Calls Completed	0.5 hrs	Wed 7/27/16	Wed 7/27/16
1545	Notify Facility ITS/WAP is prepared for cutover and functioning correctly	0.5 hrs	Wed 7/27/16	Wed 7/27/16
1546	Cut Sheet distributed to Securus Project Team	0.5 hrs	Wed 7/27/16	Wed 7/27/16
1547	Complete and certify integration with OMS & Commissary Vendor	1 day	Wed 7/27/16	Thu 7/28/16
1548	Cut-over activities by Dorm/Offender Housing Locations	2 days	Wed 7/27/16	Fri 7/29/16



ID	Task Name	Duration	Start	Finish
1549	<b>Quality Control Checkpoint: Customer Acceptance</b>	<b>1.44 days</b>	<b>Fri 7/29/16</b>	<b>Mon 8/1/16</b>
1550	Customer walk through at facility	0.5 hrs	Fri 7/29/16	Fri 7/29/16
1551	Customer review of Quality Control documentation	0.5 hrs	Fri 7/29/16	Fri 7/29/16
1552	<b>Post Cut-over Activities</b>	<b>1.38 days</b>	<b>Fri 7/29/16</b>	<b>Mon 8/1/16</b>
1553	Final installation diagrams (datacom, electrical, and equipment diagrams)	1 hr	Fri 7/29/16	Fri 7/29/16
1554	Site Cutover Preparation Complete - Ready for Training	1 hr	Fri 7/29/16	Fri 7/29/16
1555	Distribute Implementation Customer Satisfaction Survey	1 hr	Fri 7/29/16	Fri 7/29/16
1556	<b>Training</b>	<b>1 day</b>	<b>Mon 8/1/16</b>	<b>Mon 8/1/16</b>
1557	Onsite Customer ITS/WAP Instructor Led Training	1 day	Mon 8/1/16	Mon 8/1/16
1558	Complete and distribute Training Review forms	1 day	Mon 8/1/16	Mon 8/1/16
1559	<b>Customer Acceptance for NY DOC Correctional Facility</b>	<b>1 day</b>	<b>Mon 8/1/16</b>	<b>Mon 8/1/16</b>
1560	<b>WATERTOWN CORRECTIONAL FACILITY</b>	<b>3.75 days</b>	<b>Wed 7/27/16</b>	<b>Mon 8/1/16</b>
1561	<b>Transport Test &amp; Turn-up Activities with Telecom Provider</b>	<b>1 day</b>	<b>Wed 7/27/16</b>	<b>Thu 7/28/16</b>
1562	Transport turned up with Telecom Provider	1 day	Wed 7/27/16	Thu 7/28/16
1563	Circuit connected to Securus equipment	1 day	Wed 7/27/16	Thu 7/28/16
1564	Installation Support confirmation that Securus equipment on-line	1 day	Wed 7/27/16	Thu 7/28/16
1565	<b>Cut-Over to Securus</b>	<b>2.31 days</b>	<b>Wed 7/27/16</b>	<b>Fri 7/29/16</b>
1566	Re-Verify all Features working properly	0.5 hrs	Wed 7/27/16	Wed 7/27/16
1567	Re-Verify phones work, port assignments/call groups set	0.5 hrs	Wed 7/27/16	Wed 7/27/16
1568	Post Cutover QA Checklist & Test Calls Completed	0.5 hrs	Wed 7/27/16	Wed 7/27/16
1569	Notify Facility ITS/WAP is prepared for cutover and functioning correctly	0.5 hrs	Wed 7/27/16	Wed 7/27/16
1570	Cut Sheet distributed to Securus Project Team	0.5 hrs	Wed 7/27/16	Wed 7/27/16
1571	Complete and certify integration with OMS & Commissary Vendor	1 day	Wed 7/27/16	Thu 7/28/16
1572	Cut-over activities by Dorm/Offender Housing Locations	2 days	Wed 7/27/16	Fri 7/29/16
1573	<b>Quality Control Checkpoint: Customer Acceptance</b>	<b>1.44 days</b>	<b>Fri 7/29/16</b>	<b>Mon 8/1/16</b>
1574	Customer walk through at facility	0.5 hrs	Fri 7/29/16	Fri 7/29/16
1575	Customer review of Quality Control documentation	0.5 hrs	Fri 7/29/16	Fri 7/29/16
1576	<b>Post Cut-over Activities</b>	<b>1.38 days</b>	<b>Fri 7/29/16</b>	<b>Mon 8/1/16</b>
1577	Final installation diagrams (datacom, electrical, and equipment diagrams)	1 hr	Fri 7/29/16	Fri 7/29/16
1578	Site Cutover Preparation Complete - Ready for Training	1 hr	Fri 7/29/16	Fri 7/29/16
1579	Distribute Implementation Customer Satisfaction Survey	1 hr	Fri 7/29/16	Fri 7/29/16
1580	<b>Training</b>	<b>1 day</b>	<b>Mon 8/1/16</b>	<b>Mon 8/1/16</b>
1581	Onsite Customer ITS/WAP Instructor Led Training	1 day	Mon 8/1/16	Mon 8/1/16
1582	Complete and distribute Training Review forms	1 day	Mon 8/1/16	Mon 8/1/16
1583	<b>Customer Acceptance for NY DOC Correctional Facility</b>	<b>1 day</b>	<b>Mon 8/1/16</b>	<b>Mon 8/1/16</b>
1584	<b>GOUVERNEUR CORRECTIONAL FACILITY</b>	<b>3.75 days</b>	<b>Wed 7/27/16</b>	<b>Mon 8/1/16</b>
1585	<b>Transport Test &amp; Turn-up Activities with Telecom Provider</b>	<b>1 day</b>	<b>Wed 7/27/16</b>	<b>Thu 7/28/16</b>

ID	Task Name	Duration	Start	Finish
1586	Transport turned up with Telecom Provider	1 day	Wed 7/27/16	Thu 7/28/16
1587	Circuit connected to Securus equipment	1 day	Wed 7/27/16	Thu 7/28/16
1588	Installation Support confirmation that Securus equipment on-line	1 day	Wed 7/27/16	Thu 7/28/16
1589	<b>Cut-Over to Securus</b>	<b>2.31 days</b>	<b>Wed 7/27/16</b>	<b>Fri 7/29/16</b>
1590	Re-Verify all Features working properly	0.5 hrs	Wed 7/27/16	Wed 7/27/16
1591	Re-Verify phones work, port assignments/call groups set	0.5 hrs	Wed 7/27/16	Wed 7/27/16
1592	Post Cutover QA Checklist & Test Calls Completed	0.5 hrs	Wed 7/27/16	Wed 7/27/16
1593	Notify Facility ITS/WAP is prepared for cutover and functioning correctly	0.5 hrs	Wed 7/27/16	Wed 7/27/16
1594	Cut Sheet distributed to Securus Project Team	0.5 hrs	Wed 7/27/16	Wed 7/27/16
1595	Complete and certify integration with OMS & Commissary Vendor	1 day	Wed 7/27/16	Thu 7/28/16
1596	Cut-over activities by Dorm/Offender Housing Locations	2 days	Wed 7/27/16	Fri 7/29/16
1597	<b>Quality Control Checkpoint: Customer Acceptance</b>	<b>1.44 days</b>	<b>Fri 7/29/16</b>	<b>Mon 8/1/16</b>
1598	Customer walk through at facility	0.5 hrs	Fri 7/29/16	Fri 7/29/16
1599	Customer review of Quality Control documentation	0.5 hrs	Fri 7/29/16	Fri 7/29/16
1600	<b>Post Cut-over Activities</b>	<b>1.38 days</b>	<b>Fri 7/29/16</b>	<b>Mon 8/1/16</b>
1601	Final installation diagrams (datacom, electrical, and equipment diagrams)	1 hr	Fri 7/29/16	Fri 7/29/16
1602	Site Cutover Preparation Complete - Ready for Training	1 hr	Fri 7/29/16	Fri 7/29/16
1603	Distribute Implementation Customer Satisfaction Survey	1 hr	Fri 7/29/16	Fri 7/29/16
1604	<b>Training</b>	<b>1 day</b>	<b>Mon 8/1/16</b>	<b>Mon 8/1/16</b>
1605	Onsite Customer ITS/WAP Instructor Led Training	1 day	Mon 8/1/16	Mon 8/1/16
1606	Complete and distribute Training Review forms	1 day	Mon 8/1/16	Mon 8/1/16
1607	<b>Customer Acceptance for NY DOC Correctional Facility</b>	<b>3.75 days</b>	<b>Wed 8/3/16</b>	<b>Tue 8/9/16</b>
1608	<b>RIVERVIEW CORRECTIONAL FACILITY</b>	<b>1 day</b>	<b>Wed 8/3/16</b>	<b>Thu 8/4/16</b>
1609	<b>Transport Test &amp; Turn-up Activities with Telecom Provider</b>	<b>1 day</b>	<b>Wed 8/3/16</b>	<b>Thu 8/4/16</b>
1610	Transport turned up with Telecom Provider	1 day	Wed 8/3/16	Thu 8/4/16
1611	Circuit connected to Securus equipment	1 day	Wed 8/3/16	Thu 8/4/16
1612	Installation Support confirmation that Securus equipment on-line	1 day	Wed 8/3/16	Thu 8/4/16
1613	<b>Cut-Over to Securus</b>	<b>2.31 days</b>	<b>Wed 8/3/16</b>	<b>Fri 8/5/16</b>
1614	Re-Verify all Features working properly	0.5 hrs	Wed 8/3/16	Wed 8/3/16
1615	Re-Verify phones work, port assignments/call groups set	0.5 hrs	Wed 8/3/16	Wed 8/3/16
1616	Post Cutover QA Checklist & Test Calls Completed	0.5 hrs	Wed 8/3/16	Wed 8/3/16
1617	Notify Facility ITS/WAP is prepared for cutover and functioning correctly	0.5 hrs	Wed 8/3/16	Wed 8/3/16
1618	Cut Sheet distributed to Securus Project Team	0.5 hrs	Wed 8/3/16	Wed 8/3/16
1619	Complete and certify integration with OMS & Commissary Vendor	1 day	Wed 8/3/16	Thu 8/4/16
1620	Cut-over activities by Dorm/Offender Housing Locations	2 days	Wed 8/3/16	Fri 8/5/16
1621	<b>Quality Control Checkpoint: Customer Acceptance</b>	<b>1.44 days</b>	<b>Fri 8/5/16</b>	<b>Tue 8/9/16</b>
1622	Customer walk through at facility	0.5 hrs	Fri 8/5/16	Fri 8/5/16



ID	Task Name	Duration	Start	Finish
1623	Customer review of Quality Control documentation	0.5 hrs	Fri 8/5/16	Fri 8/5/16
1624	<b>Post Cut-over Activities</b>	<b>1.38 days</b>	<b>Mon 8/8/16</b>	<b>Tue 8/9/16</b>
1625	Final installation diagrams (datacom, electrical, and equipment diagrams)	1 hr	Mon 8/8/16	Mon 8/8/16
1626	Site Cutover Preparation Complete - Ready for Training	1 hr	Mon 8/8/16	Mon 8/8/16
1627	Distribute Implementation Customer Satisfaction Survey	1 hr	Mon 8/8/16	Mon 8/8/16
1628	<b>Training</b>	<b>1 day</b>	<b>Mon 8/8/16</b>	<b>Tue 8/9/16</b>
1629	Onsite Customer ITS/WAP Instructor Led Training	1 day	Mon 8/8/16	Tue 8/9/16
1630	Complete and distribute Training Review forms	1 day	Mon 8/8/16	Tue 8/9/16
1631	<b>Customer Acceptance for NY DOC Correctional Facility</b>	<b>1 day</b>	<b>Mon 8/8/16</b>	<b>Tue 8/9/16</b>
1632	<b>OGDENSBURG CORRECTIONAL FACILITY</b>	<b>3.75 days</b>	<b>Wed 8/3/16</b>	<b>Tue 8/9/16</b>
1633	<b>Transport Test &amp; Turn-up Activities with Telecom Provider</b>	<b>1 day</b>	<b>Wed 8/3/16</b>	<b>Thu 8/4/16</b>
1634	Transport turned up with Telecom Provider	1 day	Wed 8/3/16	Thu 8/4/16
1635	Circuit connected to Securus equipment	1 day	Wed 8/3/16	Thu 8/4/16
1636	Installation Support confirmation that Securus equipment on-line	1 day	Wed 8/3/16	Thu 8/4/16
1637	<b>Cut-Over to Securus</b>	<b>2.31 days</b>	<b>Wed 8/3/16</b>	<b>Fri 8/5/16</b>
1638	Re-Verify all Features working properly	0.5 hrs	Wed 8/3/16	Wed 8/3/16
1639	Re-Verify phones work, port assignments/call groups set	0.5 hrs	Wed 8/3/16	Wed 8/3/16
1640	Post Cutover QA Checklist & Test Calls Completed	0.5 hrs	Wed 8/3/16	Wed 8/3/16
1641	Notify Facility ITS/WAP is prepared for cutover and functioning correctly	0.5 hrs	Wed 8/3/16	Wed 8/3/16
1642	Cut Sheet distributed to Securus Project Team	0.5 hrs	Wed 8/3/16	Wed 8/3/16
1643	Complete and certify integration with OMS & Commissary Vendor	1 day	Wed 8/3/16	Thu 8/4/16
1644	Cut-over activities by Dorm/Offender Housing Locations	2 days	Wed 8/3/16	Fri 8/5/16
1645	<b>Quality Control Checkpoint: Customer Acceptance</b>	<b>1.44 days</b>	<b>Fri 8/5/16</b>	<b>Tue 8/9/16</b>
1646	Customer walk through at facility	0.5 hrs	Fri 8/5/16	Fri 8/5/16
1647	Customer review of Quality Control documentation	0.5 hrs	Fri 8/5/16	Fri 8/5/16
1648	<b>Post Cut-over Activities</b>	<b>1.38 days</b>	<b>Mon 8/8/16</b>	<b>Tue 8/9/16</b>
1649	Final installation diagrams (datacom, electrical, and equipment diagrams)	1 hr	Mon 8/8/16	Mon 8/8/16
1650	Site Cutover Preparation Complete - Ready for Training	1 hr	Mon 8/8/16	Mon 8/8/16
1651	Distribute Implementation Customer Satisfaction Survey	1 hr	Mon 8/8/16	Mon 8/8/16
1652	<b>Training</b>	<b>1 day</b>	<b>Mon 8/8/16</b>	<b>Tue 8/9/16</b>
1653	Onsite Customer ITS/WAP Instructor Led Training	1 day	Mon 8/8/16	Tue 8/9/16
1654	Complete and distribute Training Review forms	1 day	Mon 8/8/16	Tue 8/9/16
1655	<b>Customer Acceptance for NY DOC Correctional Facility</b>	<b>1 day</b>	<b>Mon 8/8/16</b>	<b>Tue 8/9/16</b>
1656	<b>FRANKLIN CORRECTIONAL FACILITY</b>	<b>3.75 days</b>	<b>Wed 8/3/16</b>	<b>Tue 8/9/16</b>
1657	<b>Transport Test &amp; Turn-up Activities with Telecom Provider</b>	<b>1 day</b>	<b>Wed 8/3/16</b>	<b>Thu 8/4/16</b>
1658	Transport turned up with Telecom Provider	1 day	Wed 8/3/16	Thu 8/4/16
1659	Circuit connected to Securus equipment	1 day	Wed 8/3/16	Thu 8/4/16

ID	Task Name	Duration	Start	Finish
1660	Installation Support confirmation that Securus equipment on-line	1 day	Wed 8/3/16	Thu 8/4/16
1661	<b>Cut-Over to Securus</b>	<b>2.31 days</b>	<b>Wed 8/3/16</b>	<b>Fri 8/5/16</b>
1662	Re-Verify all Features working properly	0.5 hrs	Wed 8/3/16	Wed 8/3/16
1663	Re-Verify phones work, port assignments/call groups set	0.5 hrs	Wed 8/3/16	Wed 8/3/16
1664	Post Cutover QA Checklist & Test Calls Completed	0.5 hrs	Wed 8/3/16	Wed 8/3/16
1665	Notify Facility ITS/WAP is prepared for cutover and functioning correctly	0.5 hrs	Wed 8/3/16	Wed 8/3/16
1666	Cut Sheet distributed to Securus Project Team	0.5 hrs	Wed 8/3/16	Wed 8/3/16
1667	Complete and certify integration with OMS & Commissary Vendor	1 day	Wed 8/3/16	Thu 8/4/16
1668	Cut-over activities by Dorm/Offender Housing Locations	2 days	Wed 8/3/16	Fri 8/5/16
1669	<b>Quality Control Checkpoint: Customer Acceptance</b>	<b>1.44 days</b>	<b>Fri 8/5/16</b>	<b>Tue 8/9/16</b>
1670	Customer walk through at facility	0.5 hrs	Fri 8/5/16	Fri 8/5/16
1671	Customer review of Quality Control documentation	0.5 hrs	Fri 8/5/16	Fri 8/5/16
1672	<b>Post Cut-over Activities</b>	<b>1.38 days</b>	<b>Mon 8/8/16</b>	<b>Tue 8/9/16</b>
1673	Final installation diagrams (datacom, electrical, and equipment diagrams)	1 hr	Mon 8/8/16	Mon 8/8/16
1674	Site Cutover Preparation Complete - Ready for Training	1 hr	Mon 8/8/16	Mon 8/8/16
1675	Distribute Implementation Customer Satisfaction Survey	1 hr	Mon 8/8/16	Mon 8/8/16
1676	<b>Training</b>	<b>1 day</b>	<b>Mon 8/8/16</b>	<b>Tue 8/9/16</b>
1677	Onsite Customer ITS/WAP Instructor Led Training	1 day	Mon 8/8/16	Tue 8/9/16
1678	Complete and distribute Training Review forms	1 day	Mon 8/8/16	Tue 8/9/16
1679	<b>Customer Acceptance for NY DOC Correctional Facility</b>	<b>1 day</b>	<b>Mon 8/8/16</b>	<b>Tue 8/9/16</b>
1680	<b>BARE HILL CORRECTIONAL FACILITY</b>	<b>3.75 days</b>	<b>Thu 8/11/16</b>	<b>Tue 8/16/16</b>
1681	<b>Transport Test &amp; Turn-up Activities with Telecom Provider</b>	<b>1 day</b>	<b>Thu 8/11/16</b>	<b>Thu 8/11/16</b>
1682	Transport tur ned up with Telecom Provider	1 day	Thu 8/11/16	Thu 8/11/16
1683	Circuit connected to Securus equipment	1 day	Thu 8/11/16	Thu 8/11/16
1684	Installation Support confirmation that Securus equipment on-line	1 day	Thu 8/11/16	Thu 8/11/16
1685	<b>Cut-Over to Securus</b>	<b>2.31 days</b>	<b>Thu 8/11/16</b>	<b>Mon 8/15/16</b>
1686	Re-Verify all Features working properly	0.5 hrs	Thu 8/11/16	Thu 8/11/16
1687	Re-Verify phones work, port assignments/call groups set	0.5 hrs	Thu 8/11/16	Thu 8/11/16
1688	Post Cutover QA Checklist & Test Calls Completed	0.5 hrs	Thu 8/11/16	Thu 8/11/16
1689	Notify Facility ITS/WAP is prepared for cutover and functioning correctly	0.5 hrs	Thu 8/11/16	Thu 8/11/16
1690	Cut Sheet distributed to Securus Project Team	0.5 hrs	Thu 8/11/16	Thu 8/11/16
1691	Complete and certify integration with OMS & Commissary Vendor	1 day	Thu 8/11/16	Fri 8/12/16
1692	Cut-over activities by Dorm/Offender Housing Locations	2 days	Thu 8/11/16	Mon 8/15/16
1693	<b>Quality Control Checkpoint: Customer Acceptance</b>	<b>1.44 days</b>	<b>Mon 8/15/16</b>	<b>Tue 8/16/16</b>
1694	Customer walk through at facility	0.5 hrs	Mon 8/15/16	Mon 8/15/16
1695	Customer review of Quality Control documentation	0.5 hrs	Mon 8/15/16	Mon 8/15/16
1696	<b>Post Cut-over Activities</b>	<b>1.38 days</b>	<b>Mon 8/15/16</b>	<b>Tue 8/16/16</b>



ID	Task Name	Duration	Start	Finish
1697	Final installation diagrams (datacom, electrical, and equipment diagrams)	1 hr	Mon 8/15/16	Mon 8/15/16
1698	Site Cutover Preparation Complete - Ready for Training	1 hr	Mon 8/15/16	Mon 8/15/16
1699	Distribute Implementation Customer Satisfaction Survey	1 hr	Mon 8/15/16	Mon 8/15/16
1700	<b>Training</b>	<b>1 day</b>	<b>Mon 8/15/16</b>	<b>Tue 8/16/16</b>
1701	Onsite Customer ITS/WAP Instructor Led Training	1 day	Mon 8/15/16	Tue 8/16/16
1702	Complete and distribute Training Review forms	1 day	Mon 8/15/16	Tue 8/16/16
1703	<b>Customer Acceptance for NY DOC Correctional Facility</b>	<b>1 day</b>	Mon 8/15/16	Tue 8/16/16
1704	<b>UPSTATE CORRECTIONAL FACILITY</b>	<b>3.75 days</b>	<b>Thu 8/11/16</b>	<b>Tue 8/16/16</b>
1705	<b>Transport Test &amp; Turn-up Activities with Telecom Provider</b>	<b>1 day</b>	<b>Thu 8/11/16</b>	<b>Thu 8/11/16</b>
1706	Transport turned up with Telecom Provider	1 day	Thu 8/11/16	Thu 8/11/16
1707	Circuit connected to Securus equipment	1 day	Thu 8/11/16	Thu 8/11/16
1708	Installation Support confirmation that Securus equipment on-line	1 day	Thu 8/11/16	Thu 8/11/16
1709	<b>Cut-Over to Securus</b>	<b>2.31 days</b>	<b>Thu 8/11/16</b>	<b>Mon 8/15/16</b>
1710	Re-Verify all Features working properly	0.5 hrs	Thu 8/11/16	Thu 8/11/16
1711	Re-Verify phones work, port assignments/call groups set	0.5 hrs	Thu 8/11/16	Thu 8/11/16
1712	Post Cutover QA Checklist & Test Calls Completed	0.5 hrs	Thu 8/11/16	Thu 8/11/16
1713	Notify Facility ITS/WAP is prepared for cutover and functioning correctly	0.5 hrs	Thu 8/11/16	Thu 8/11/16
1714	Cut Sheet distributed to Securus Project Team	0.5 hrs	Thu 8/11/16	Thu 8/11/16
1715	Complete and certify integration with OMS & Commissary Vendor	1 day	Thu 8/11/16	Fri 8/12/16
1716	Cut-over activities by Dorm/Offender Housing Locations	2 days	Thu 8/11/16	Mon 8/15/16
1717	<b>Quality Control Checkpoint: Customer Acceptance</b>	<b>1.44 days</b>	<b>Mon 8/15/16</b>	<b>Tue 8/16/16</b>
1718	Customer walk through at facility	0.5 hrs	Mon 8/15/16	Mon 8/15/16
1719	Customer review of Quality Control documentation	0.5 hrs	Mon 8/15/16	Mon 8/15/16
1720	<b>Post Cut-over Activities</b>	<b>1.38 days</b>	<b>Mon 8/15/16</b>	<b>Tue 8/16/16</b>
1721	Final installation diagrams (datacom, electrical, and equipment diagrams)	1 hr	Mon 8/15/16	Mon 8/15/16
1722	Site Cutover Preparation Complete - Ready for Training	1 hr	Mon 8/15/16	Mon 8/15/16
1723	Distribute Implementation Customer Satisfaction Survey	1 hr	Mon 8/15/16	Mon 8/15/16
1724	<b>Training</b>	<b>1 day</b>	<b>Mon 8/15/16</b>	<b>Tue 8/16/16</b>
1725	Onsite Customer ITS/WAP Instructor Led Training	1 day	Mon 8/15/16	Tue 8/16/16
1726	Complete and distribute Training Review forms	1 day	Mon 8/15/16	Tue 8/16/16
1727	<b>Customer Acceptance for NY DOC Correctional Facility</b>	<b>1 day</b>	<b>Mon 8/15/16</b>	<b>Tue 8/16/16</b>
1728	<b>CHATEAUGAY CORRECTIONAL FACILITY</b>	<b>3.75 days</b>	<b>Thu 8/11/16</b>	<b>Tue 8/16/16</b>
1729	<b>Transport Test &amp; Turn-up Activities with Telecom Provider</b>	<b>1 day</b>	<b>Thu 8/11/16</b>	<b>Thu 8/11/16</b>
1730	Transport turned up with Telecom Provider	1 day	Thu 8/11/16	Thu 8/11/16
1731	Circuit connected to Securus equipment	1 day	Thu 8/11/16	Thu 8/11/16
1732	Installation Support confirmation that Securus equipment on-line	1 day	Thu 8/11/16	Thu 8/11/16
1733	<b>Cut-Over to Securus</b>	<b>2.31 days</b>	<b>Thu 8/11/16</b>	<b>Mon 8/15/16</b>



ID	Task Name	Duration	Start	Finish
1734	Re-Verify all Features working properly	0.5 hrs	Thu 8/11/16	Thu 8/11/16
1735	Re-Verify phones work, port assignments/call groups set	0.5 hrs	Thu 8/11/16	Thu 8/11/16
1736	Post Cutover QA Checklist & Test Calls Completed	0.5 hrs	Thu 8/11/16	Thu 8/11/16
1737	Notify Facility ITS/WAP is prepared for cutover and functioning correctly	0.5 hrs	Thu 8/11/16	Thu 8/11/16
1738	Cut Sheet distributed to Securus Project Team	0.5 hrs	Thu 8/11/16	Thu 8/11/16
1739	Complete and certify integration with OMS & Commissary Vendor	1 day	Thu 8/11/16	Fri 8/12/16
1740	Cut-over activities by Dorm/Offender Housing Locations	2 days	Thu 8/11/16	Mon 8/15/16
1741	<b>Quality Control Checkpoint: Customer Acceptance</b>	<b>1.44 days</b>	<b>Mon 8/15/16</b>	<b>Tue 8/16/16</b>
1742	Customer walk through at facility	0.5 hrs	Mon 8/15/16	Mon 8/15/16
1743	Customer review of Quality Control documentation	0.5 hrs	Mon 8/15/16	Mon 8/15/16
1744	<b>Post Cut-over Activities</b>	<b>1.38 days</b>	<b>Mon 8/15/16</b>	<b>Tue 8/16/16</b>
1745	Final installation diagrams (datacom, electrical, and equipment diagrams)	1 hr	Mon 8/15/16	Mon 8/15/16
1746	Site Cutover Preparation Complete - Ready for Training	1 hr	Mon 8/15/16	Mon 8/15/16
1747	Distribute Implementation Customer Satisfaction Survey	1 hr	Mon 8/15/16	Mon 8/15/16
1748	<b>Training</b>	<b>1 day</b>	<b>Mon 8/15/16</b>	<b>Tue 8/16/16</b>
1749	Onsite Customer ITS/WAP Instructor Led Training	1 day	Mon 8/15/16	Tue 8/16/16
1750	Complete and distribute Training Review forms	1 day	Mon 8/15/16	Tue 8/16/16
1751	<b>Customer Acceptance for NY DOC Correctional Facility</b>	<b>1 day</b>	<b>Mon 8/15/16</b>	<b>Tue 8/16/16</b>
1752	<b>ALTONA CORRECTIONAL FACILITY</b>	<b>3.75 days</b>	<b>Thu 8/18/16</b>	<b>Wed 8/24/16</b>
1753	<b>Transport Test &amp; Turn-up Activities with Telecom Provider</b>	<b>1 day</b>	<b>Thu 8/18/16</b>	<b>Fri 8/19/16</b>
1754	Transport turned up with Telecom Provider	1 day	Thu 8/18/16	Fri 8/19/16
1755	Circuit connected to Securus equipment	1 day	Thu 8/18/16	Fri 8/19/16
1756	Installation Support confirmation that Securus equipment on-line	1 day	Thu 8/18/16	Fri 8/19/16
1757	<b>Cut-Over to Securus</b>	<b>2.31 days</b>	<b>Thu 8/18/16</b>	<b>Mon 8/22/16</b>
1758	Re-Verify all Features working properly	0.5 hrs	Thu 8/18/16	Thu 8/18/16
1759	Re-Verify phones work, port assignments/call groups set	0.5 hrs	Thu 8/18/16	Thu 8/18/16
1760	Post Cutover QA Checklist & Test Calls Completed	0.5 hrs	Thu 8/18/16	Thu 8/18/16
1761	Notify Facility ITS/WAP is prepared for cutover and functioning correctly	0.5 hrs	Thu 8/18/16	Thu 8/18/16
1762	Cut Sheet distributed to Securus Project Team	0.5 hrs	Thu 8/18/16	Thu 8/18/16
1763	Complete and certify integration with OMS & Commissary Vendor	1 day	Thu 8/18/16	Fri 8/19/16
1764	Cut-over activities by Dorm/Offender Housing Locations	2 days	Thu 8/18/16	Mon 8/22/16
1765	<b>Quality Control Checkpoint: Customer Acceptance</b>	<b>1.44 days</b>	<b>Mon 8/22/16</b>	<b>Wed 8/24/16</b>
1766	Customer walk through at facility	0.5 hrs	Mon 8/22/16	Mon 8/22/16
1767	Customer review of Quality Control documentation	0.5 hrs	Mon 8/22/16	Mon 8/22/16
1768	<b>Post Cut-over Activities</b>	<b>1.38 days</b>	<b>Mon 8/22/16</b>	<b>Wed 8/24/16</b>
1769	Final installation diagrams (datacom, electrical, and equipment diagrams)	1 hr	Mon 8/22/16	Mon 8/22/16
1770	Site Cutover Preparation Complete - Ready for Training	1 hr	Mon 8/22/16	Mon 8/22/16



ID	Task Name	Duration	Start	Finish
1771	Distribute Implementation Customer Satisfaction Survey	1 hr	Tue 8/23/16	Tue 8/23/16
1772	<b>Training</b>	<b>1 day</b>	<b>Tue 8/23/16</b>	<b>Wed 8/24/16</b>
1773	Onsite Customer ITS/WAP Instructor Led Training	1 day	Tue 8/23/16	Wed 8/24/16
1774	Complete and distribute Training Review forms	1 day	Tue 8/23/16	Wed 8/24/16
1775	<b>Customer Acceptance for NY DOC Correctional Facility</b>	<b>1 day</b>	<b>Tue 8/23/16</b>	<b>Wed 8/24/16</b>
1776	<b>CLINTON CORRECTIONAL FACILITY</b>	<b>3.75 days</b>	<b>Thu 8/18/16</b>	<b>Wed 8/24/16</b>
1777	<b>Transport Test &amp; Turn-up Activities with Telecom Provider</b>	<b>1 day</b>	<b>Thu 8/18/16</b>	<b>Fri 8/19/16</b>
1778	Transport turned up with Telecom Provider	1 day	Thu 8/18/16	Fri 8/19/16
1779	Circuit connected to Securus equipment	1 day	Thu 8/18/16	Fri 8/19/16
1780	Installation Support confirmation that Securus equipment on-line	1 day	Thu 8/18/16	Fri 8/19/16
1781	<b>Cut-Over to Securus</b>	<b>2.31 days</b>	<b>Thu 8/18/16</b>	<b>Mon 8/22/16</b>
1782	Re-Verify all Features working properly	0.5 hrs	Thu 8/18/16	Thu 8/18/16
1783	Re-Verify phones work, port assignments/call groups set	0.5 hrs	Thu 8/18/16	Thu 8/18/16
1784	Post Cutover QA Checklist & Test Calls Completed	0.5 hrs	Thu 8/18/16	Thu 8/18/16
1785	Notify Facility ITS/WAP is prepared for cutover and functioning correctly	0.5 hrs	Thu 8/18/16	Thu 8/18/16
1786	Cut Sheet distributed to Securus Project Team	0.5 hrs	Thu 8/18/16	Thu 8/18/16
1787	Complete and certify integration with OMS & Commissary Vendor	1 day	Thu 8/18/16	Fri 8/19/16
1788	Cut-over activities by Dorm/Offender Housing Locations	2 days	Thu 8/18/16	Mon 8/22/16
1789	<b>Quality Control Checkpoint: Customer Acceptance</b>	<b>1.44 days</b>	<b>Mon 8/22/16</b>	<b>Wed 8/24/16</b>
1790	Customer walk through at facility	0.5 hrs	Mon 8/22/16	Mon 8/22/16
1791	Customer review of Quality Control documentation	0.5 hrs	Mon 8/22/16	Mon 8/22/16
1792	<b>Post Cut-over Activities</b>	<b>1.38 days</b>	<b>Mon 8/22/16</b>	<b>Wed 8/24/16</b>
1793	Final installation diagrams (datacom, electrical, and equipment diagrams)	1 hr	Mon 8/22/16	Mon 8/22/16
1794	Site Cutover Preparation Complete - Ready for Training	1 hr	Mon 8/22/16	Mon 8/22/16
1795	Distribute Implementation Customer Satisfaction Survey	1 hr	Tue 8/23/16	Tue 8/23/16
1796	<b>Training</b>	<b>1 day</b>	<b>Tue 8/23/16</b>	<b>Wed 8/24/16</b>
1797	Onsite Customer ITS/WAP Instructor Led Training	1 day	Tue 8/23/16	Wed 8/24/16
1798	Complete and distribute Training Review forms	1 day	Tue 8/23/16	Wed 8/24/16
1799	<b>Customer Acceptance for NY DOC Correctional Facility</b>	<b>1 day</b>	<b>Tue 8/23/16</b>	<b>Wed 8/24/16</b>
1800	<b>ADIRONDACK CORRECTIONAL FACILITY</b>	<b>3.75 days</b>	<b>Thu 8/18/16</b>	<b>Wed 8/24/16</b>
1801	<b>Transport Test &amp; Turn-up Activities with Telecom Provider</b>	<b>1 day</b>	<b>Thu 8/18/16</b>	<b>Fri 8/19/16</b>
1802	Transport turned up with Telecom Provider	1 day	Thu 8/18/16	Fri 8/19/16
1803	Circuit connected to Securus equipment	1 day	Thu 8/18/16	Fri 8/19/16
1804	Installation Support confirmation that Securus equipment on-line	1 day	Thu 8/18/16	Fri 8/19/16
1805	<b>Cut-Over to Securus</b>	<b>2.31 days</b>	<b>Thu 8/18/16</b>	<b>Mon 8/22/16</b>
1806	Re-Verify all Features working properly	0.5 hrs	Thu 8/18/16	Thu 8/18/16
1807	Re-Verify phones work, port assignments/call groups set	0.5 hrs	Thu 8/18/16	Thu 8/18/16



ID	Task Name	Duration	Start	Finish
1808	Post Cutover QA Checklist & Test Calls Completed	0.5 hrs	Thu 8/18/16	Thu 8/18/16
1809	Notify Facility ITS/WAP is prepared for cutover and functioning correctly	0.5 hrs	Thu 8/18/16	Thu 8/18/16
1810	Cut Sheet distributed to Securus Project Team	0.5 hrs	Thu 8/18/16	Thu 8/18/16
1811	Complete and certify integration with OMS & Commissary Vendor	1 day	Thu 8/18/16	Fri 8/19/16
1812	Cut-over activities by Dorm/Offender Housing Locations	2 days	Thu 8/18/16	Mon 8/22/16
1813	<b>Quality Control Checkpoint: Customer Acceptance</b>	<b>1.44 days</b>	<b>Mon 8/22/16</b>	<b>Wed 8/24/16</b>
1814	Customer walk through at facility	0.5 hrs	Mon 8/22/16	Mon 8/22/16
1815	Customer review of Quality Control documentation	0.5 hrs	Mon 8/22/16	Mon 8/22/16
1816	<b>Post Cut-over Activities</b>	<b>1.38 days</b>	<b>Mon 8/22/16</b>	<b>Wed 8/24/16</b>
1817	Final Installation diagrams (datacom, electrical, and equipment diagrams)	1 hr	Mon 8/22/16	Mon 8/22/16
1818	Site Cutover Preparation Complete - Ready for Training	1 hr	Mon 8/22/16	Mon 8/22/16
1819	Distribute Implementation Customer Satisfaction Survey	1 hr	Tue 8/23/16	Tue 8/23/16
1820	<b>Training</b>	<b>1 day</b>	<b>Tue 8/23/16</b>	<b>Wed 8/24/16</b>
1821	Onsite Customer ITS/WAP Instructor Led Training	1 day	Tue 8/23/16	Wed 8/24/16
1822	Complete and distribute Training Review forms	1 day	Tue 8/23/16	Wed 8/24/16
1823	<b>Customer Acceptance for NY DOC Correctional Facility</b>	<b>1 day</b>	<b>Tue 8/23/16</b>	<b>Wed 8/24/16</b>
1824	<b>MORIAH SHOCK INCARCERATION CORRECTIONAL FACILITY</b>	<b>3.75 days</b>	<b>Thu 8/25/16</b>	<b>Wed 8/31/16</b>
1825	<b>Transport Test &amp; Turn-up Activities with Telecom Provider</b>	<b>1 day</b>	<b>Thu 8/25/16</b>	<b>Fri 8/26/16</b>
1826	Transport turned up with Telecom Provider	1 day	Thu 8/25/16	Fri 8/26/16
1827	Circuit connected to Securus equipment	1 day	Thu 8/25/16	Fri 8/26/16
1828	Installation Support confirmation that Securus equipment on-line	1 day	Thu 8/25/16	Fri 8/26/16
1829	<b>Cut-Over to Securus</b>	<b>2.31 days</b>	<b>Thu 8/25/16</b>	<b>Tue 8/30/16</b>
1830	Re-Verify all Features working properly	0.5 hrs	Thu 8/25/16	Thu 8/25/16
1831	Re-Verify phones work, port assignments/call groups set	0.5 hrs	Thu 8/25/16	Thu 8/25/16
1832	Post Cutover QA Checklist & Test Calls Completed	0.5 hrs	Thu 8/25/16	Thu 8/25/16
1833	Notify Facility ITS/WAP is prepared for cutover and functioning correctly	0.5 hrs	Thu 8/25/16	Thu 8/25/16
1834	Cut Sheet distributed to Securus Project Team	0.5 hrs	Fri 8/26/16	Fri 8/26/16
1835	Complete and certify integration with OMS & Commissary Vendor	1 day	Fri 8/26/16	Mon 8/29/16
1836	Cut-over activities by Dorm/Offender Housing Locations	2 days	Fri 8/26/16	Tue 8/30/16
1837	<b>Quality Control Checkpoint: Customer Acceptance</b>	<b>1.44 days</b>	<b>Tue 8/30/16</b>	<b>Wed 8/31/16</b>
1838	Customer walk through at facility	0.5 hrs	Tue 8/30/16	Tue 8/30/16
1839	Customer review of Quality Control documentation	0.5 hrs	Tue 8/30/16	Tue 8/30/16
1840	<b>Post Cut-over Activities</b>	<b>1.38 days</b>	<b>Tue 8/30/16</b>	<b>Wed 8/31/16</b>
1841	Final Installation diagrams (datacom, electrical, and equipment diagrams)	1 hr	Tue 8/30/16	Tue 8/30/16
1842	Site Cutover Preparation Complete - Ready for Training	1 hr	Tue 8/30/16	Tue 8/30/16
1843	Distribute Implementation Customer Satisfaction Survey	1 hr	Tue 8/30/16	Tue 8/30/16
1844	<b>Training</b>	<b>1 day</b>	<b>Tue 8/30/16</b>	<b>Wed 8/31/16</b>



ID	Task Name	Duration	Start	Finish
1845	Onsite Customer ITS/WAP Instructor Led Training	1 day	Tue 8/30/16	Wed 8/31/16
1846	Complete and distribute Training Review forms	1 day	Tue 8/30/16	Wed 8/31/16
1847	<b>Customer Acceptance for NY DOC Correctional Facility</b>	1 day	Tue 8/30/16	Wed 8/31/16
1848	<b>WASHINGTON CORRECTIONAL FACILITY</b>	3.75 days	Thu 8/25/16	Wed 8/31/16
1849	<b>Transport Test &amp; Turn-up Activities with Telecom Provider</b>	1 day	Thu 8/25/16	Fri 8/26/16
1850	Transport turned up with Telecom Provider	1 day	Thu 8/25/16	Fri 8/26/16
1851	Circuit connected to Securus equipment	1 day	Thu 8/25/16	Fri 8/26/16
1852	Installation Support confirmation that Securus equipment on-line	1 day	Thu 8/25/16	Fri 8/26/16
1853	<b>Cut-Over to Securus</b>	2.31 days	Thu 8/25/16	Tue 8/30/16
1854	Re-Verify all Features working properly	0.5 hrs	Thu 8/25/16	Thu 8/25/16
1855	Re-Verify phones work, port assignments/call groups set	0.5 hrs	Thu 8/25/16	Thu 8/25/16
1856	Post Cutover QA Checklist & Test Calls Completed	0.5 hrs	Thu 8/25/16	Thu 8/25/16
1857	Notify Facility ITS/WAP is prepared for cutover and functioning correctly	0.5 hrs	Thu 8/25/16	Thu 8/25/16
1858	Cut Sheet distributed to Securus Project Team	0.5 hrs	Fri 8/26/16	Fri 8/26/16
1859	Complete and certify integration with OMS & Commissary Vendor	1 day	Fri 8/26/16	Mon 8/29/16
1860	Cut-over activities by Dorm/Offender Housing Locations	2 days	Fri 8/26/16	Tue 8/30/16
1861	<b>Quality Control Checkpoint: Customer Acceptance</b>	1.44 days	Tue 8/30/16	Wed 8/31/16
1862	Customer walk through at facility	0.5 hrs	Tue 8/30/16	Tue 8/30/16
1863	Customer review of Quality Control documentation	0.5 hrs	Tue 8/30/16	Tue 8/30/16
1864	<b>Post Cut-over Activities</b>	1.38 days	Tue 8/30/16	Wed 8/31/16
1865	Final installation diagrams (datacom, electrical, and equipment diagrams)	1 hr	Tue 8/30/16	Tue 8/30/16
1866	Site Cutover Preparation Complete - Ready for Training	1 hr	Tue 8/30/16	Tue 8/30/16
1867	Distribute Implementation Customer Satisfaction Survey	1 hr	Tue 8/30/16	Tue 8/30/16
1868	<b>Training</b>	1 day	Tue 8/30/16	Wed 8/31/16
1869	Onsite Customer ITS/WAP Instructor Led Training	1 day	Tue 8/30/16	Wed 8/31/16
1870	Complete and distribute Training Review forms	1 day	Tue 8/30/16	Wed 8/31/16
1871	<b>Customer Acceptance for NY DOC Correctional Facility</b>	1 day	Tue 8/30/16	Wed 8/31/16
1872	<b>GREAT MEADOW CORRECTIONAL FACILITY</b>	3.75 days	Thu 8/25/16	Wed 8/31/16
1873	<b>Transport Test &amp; Turn-up Activities with Telecom Provider</b>	1 day	Thu 8/25/16	Fri 8/26/16
1874	Transport turned up with Telecom Provider	1 day	Thu 8/25/16	Fri 8/26/16
1875	Circuit connected to Securus equipment	1 day	Thu 8/25/16	Fri 8/26/16
1876	Installation Support confirmation that Securus equipment on-line	1 day	Thu 8/25/16	Fri 8/26/16
1877	<b>Cut-Over to Securus</b>	2.31 days	Thu 8/25/16	Tue 8/30/16
1878	Re-Verify all Features working properly	0.5 hrs	Thu 8/25/16	Thu 8/25/16
1879	Re-Verify phones work, port assignments/call groups set	0.5 hrs	Thu 8/25/16	Thu 8/25/16
1880	Post Cutover QA Checklist & Test Calls Completed	0.5 hrs	Thu 8/25/16	Thu 8/25/16
1881	Notify Facility ITS/WAP is prepared for cutover and functioning correctly	0.5 hrs	Thu 8/25/16	Thu 8/25/16

ID	Task Name	Duration	Start	Finish
1882	Cut Sheet distributed to Securus Project Team	0.5 hrs	Fri 8/26/16	Fri 8/26/16
1883	Complete and certify integration with OMS & Commissary Vendor	1 day	Fri 8/26/16	Mon 8/29/16
1884	Cut-over activities by Dorm/Offender Housing Locations	2 days	Fri 8/26/16	Tue 8/30/16
1885	<b>Quality Control Checkpoint: Customer Acceptance</b>	<b>1.44 days</b>	<b>Tue 8/30/16</b>	<b>Wed 8/31/16</b>
1886	Customer walk through at facility	0.5 hrs	Tue 8/30/16	Tue 8/30/16
1887	Customer review of Quality Control documentation	0.5 hrs	Tue 8/30/16	Tue 8/30/16
1888	<b>Post Cut-over Activities</b>	<b>1.38 days</b>	<b>Tue 8/30/16</b>	<b>Wed 8/31/16</b>
1889	Final Installation diagrams (datacom, electrical, and equipment diagrams)	1 hr	Tue 8/30/16	Tue 8/30/16
1890	Site Cutover Preparation Complete - Ready for Training	1 hr	Tue 8/30/16	Tue 8/30/16
1891	Distribute Implementation Customer Satisfaction Survey	1 hr	Tue 8/30/16	Tue 8/30/16
1892	<b>Training</b>	<b>1 day</b>	<b>Tue 8/30/16</b>	<b>Wed 8/31/16</b>
1893	Onsite Customer ITS/WAP Instructor Led Training	1 day	Tue 8/30/16	Wed 8/31/16
1894	Complete and distribute Training Review forms	1 day	Tue 8/30/16	Wed 8/31/16
1895	<b>Customer Acceptance for NY DOC Correctional Facility</b>	<b>1 day</b>	<b>Tue 8/30/16</b>	<b>Wed 8/31/16</b>
1896	<b>Installation Region 2 Facilities</b>	<b>25.25 days</b>	<b>Wed 7/27/16</b>	<b>Wed 8/31/16</b>
1897	<b>WOODBOURNE CORRECTIONAL FACILITY</b>	<b>3.75 days</b>	<b>Wed 7/27/16</b>	<b>Mon 8/1/16</b>
1898	<b>Transport Test &amp; Turn-up Activities with Telecom Provider</b>	<b>1 day</b>	<b>Wed 7/27/16</b>	<b>Thu 7/28/16</b>
1899	Transport turned up with Telecom Provider	1 day	Wed 7/27/16	Thu 7/28/16
1900	Circuit connected to Securus equipment	1 day	Wed 7/27/16	Thu 7/28/16
1901	Installation Support confirmation that Securus equipment on-line	1 day	Wed 7/27/16	Thu 7/28/16
1902	<b>Cut-Over to Securus</b>	<b>2.31 days</b>	<b>Wed 7/27/16</b>	<b>Fri 7/29/16</b>
1903	Re-Verify all Features working properly	0.5 hrs	Wed 7/27/16	Wed 7/27/16
1904	Re-Verify phones work, port assignments/call groups set	0.5 hrs	Wed 7/27/16	Wed 7/27/16
1905	Post Cutover QA Checklist & Test Calls Completed	0.5 hrs	Wed 7/27/16	Wed 7/27/16
1906	Notify Facility ITS/WAP is prepared for cutover and functioning correctly	0.5 hrs	Wed 7/27/16	Wed 7/27/16
1907	Cut Sheet distributed to Securus Project Team	0.5 hrs	Wed 7/27/16	Wed 7/27/16
1908	Complete and certify integration with OMS & Commissary Vendor	1 day	Wed 7/27/16	Thu 7/28/16
1909	Cut-over activities by Dorm/Offender Housing Locations	2 days	Wed 7/27/16	Fri 7/29/16
1910	<b>Quality Control Checkpoint: Customer Acceptance</b>	<b>1.44 days</b>	<b>Fri 7/29/16</b>	<b>Mon 8/1/16</b>
1911	Customer walk through at facility	0.5 hrs	Fri 7/29/16	Fri 7/29/16
1912	Customer review of Quality Control documentation	0.5 hrs	Fri 7/29/16	Fri 7/29/16
1913	<b>Post Cut-over Activities</b>	<b>1.38 days</b>	<b>Fri 7/29/16</b>	<b>Mon 8/1/16</b>
1914	Final Installation diagrams (datacom, electrical, and equipment diagrams)	1 hr	Fri 7/29/16	Fri 7/29/16
1915	Site Cutover Preparation Complete - Ready for Training	1 hr	Fri 7/29/16	Fri 7/29/16
1916	Distribute Implementation Customer Satisfaction Survey	1 hr	Fri 7/29/16	Fri 7/29/16
1917	<b>Training</b>	<b>1 day</b>	<b>Mon 8/1/16</b>	<b>Mon 8/1/16</b>
1918	Onsite Customer ITS/WAP Instructor Led Training	1 day	Mon 8/1/16	Mon 8/1/16



ID	Task Name	Duration	Start	Finish
1919	Complete and distribute Training Review forms	1 day	Mon 8/1/16	Mon 8/1/16
1920	<b>Customer Acceptance for NY DOC Correctional Facility</b>	1 day	Mon 8/1/16	Mon 8/1/16
1921	<b>SULLIVAN CORRECTIONAL FACILITY</b>	3.75 days	Wed 7/27/16	Mon 8/1/16
1922	<b>Transport Test &amp; Turn-up Activities with Telecom Provider</b>	1 day	Wed 7/27/16	Thu 7/28/16
1923	Transport turned up with Telecom Provider	1 day	Wed 7/27/16	Thu 7/28/16
1924	Circuit connected to Securus equipment	1 day	Wed 7/27/16	Thu 7/28/16
1925	Installation Support confirmation that Securus equipment on-line	1 day	Wed 7/27/16	Thu 7/28/16
1926	<b>Cut-Over to Securus</b>	2.31 days	Wed 7/27/16	Fri 7/29/16
1927	Re-Verify all Features working properly	0.5 hrs	Wed 7/27/16	Wed 7/27/16
1928	Re-Verify phones work, port assignments/call groups set	0.5 hrs	Wed 7/27/16	Wed 7/27/16
1929	Post Cutover QA Checklist & Test Calls Completed	0.5 hrs	Wed 7/27/16	Wed 7/27/16
1930	Notify Facility ITS/WAP is prepared for cutover and functioning correctly	0.5 hrs	Wed 7/27/16	Wed 7/27/16
1931	Cut Sheet distributed to Securus Project Team	0.5 hrs	Wed 7/27/16	Wed 7/27/16
1932	Complete and certify integration with OMS & Commissary Vendor	1 day	Wed 7/27/16	Thu 7/28/16
1933	Cut-over activities by Dorm/Offender Housing Locations	2 days	Wed 7/27/16	Fri 7/29/16
1934	<b>Quality Control Checkpoint: Customer Acceptance</b>	1.44 days	Fri 7/29/16	Mon 8/1/16
1935	Customer walk through at facility	0.5 hrs	Fri 7/29/16	Fri 7/29/16
1936	Customer review of Quality Control documentation	0.5 hrs	Fri 7/29/16	Fri 7/29/16
1937	<b>Post Cut-over Activities</b>	1.38 days	Fri 7/29/16	Mon 8/1/16
1938	Final installation diagrams (datacom, electrical, and equipment diagrams)	1 hr	Fri 7/29/16	Fri 7/29/16
1939	Site Cutover Preparation Complete - Ready for Training	1 hr	Fri 7/29/16	Fri 7/29/16
1940	Distribute Implementation Customer Satisfaction Survey	1 hr	Fri 7/29/16	Fri 7/29/16
1941	<b>Training</b>	1 day	Mon 8/1/16	Mon 8/1/16
1942	Onsite Customer ITS/WAP Instructor Led Training	1 day	Mon 8/1/16	Mon 8/1/16
1943	Complete and distribute Training Review forms	1 day	Mon 8/1/16	Mon 8/1/16
1944	<b>Customer Acceptance for NY DOC Correctional Facility</b>	1 day	Mon 8/1/16	Mon 8/1/16
1945	<b>EASTERN NEW YORK CORRECTIONAL FACILITY</b>	3.75 days	Wed 7/27/16	Mon 8/1/16
1946	<b>Transport Test &amp; Turn-up Activities with Telecom Provider</b>	1 day	Wed 7/27/16	Thu 7/28/16
1947	Transport turned up with Telecom Provider	1 day	Wed 7/27/16	Thu 7/28/16
1948	Circuit connected to Securus equipment	1 day	Wed 7/27/16	Thu 7/28/16
1949	Installation Support confirmation that Securus equipment on-line	1 day	Wed 7/27/16	Thu 7/28/16
1950	<b>Cut-Over to Securus</b>	2.31 days	Wed 7/27/16	Fri 7/29/16
1951	Re-Verify all Features working properly	0.5 hrs	Wed 7/27/16	Wed 7/27/16
1952	Re-Verify phones work, port assignments/call groups set	0.5 hrs	Wed 7/27/16	Wed 7/27/16
1953	Post Cutover QA Checklist & Test Calls Completed	0.5 hrs	Wed 7/27/16	Wed 7/27/16
1954	Notify Facility ITS/WAP is prepared for cutover and functioning correctly	0.5 hrs	Wed 7/27/16	Wed 7/27/16
1955	Cut Sheet distributed to Securus Project Team	0.5 hrs	Wed 7/27/16	Wed 7/27/16

ID	Task Name	Duration	Start	Finish
1956	Complete and certify integration with OMS & Commissary Vendor	1 day	Wed 7/27/16	Thu 7/28/16
1957	Cut-over activities by Dorm/Offender Housing Locations	2 days	Wed 7/27/16	Fri 7/29/16
1958	<b>Quality Control Checkpoint: Customer Acceptance</b>	<b>1.44 days</b>	<b>Fri 7/29/16</b>	<b>Mon 8/1/16</b>
1959	Customer walk through at facility	0.5 hrs	Fri 7/29/16	Fri 7/29/16
1960	Customer review of Quality Control documentation	0.5 hrs	Fri 7/29/16	Fri 7/29/16
1961	<b>Post Cut-over Activities</b>	<b>1.38 days</b>	<b>Fri 7/29/16</b>	<b>Mon 8/1/16</b>
1962	Final installation diagrams (datacom, electrical, and equipment diagrams)	1 hr	Fri 7/29/16	Fri 7/29/16
1963	Site Cutover Preparation Complete - Ready for Training	1 hr	Fri 7/29/16	Fri 7/29/16
1964	Distribute Implementation Customer Satisfaction Survey	1 hr	Fri 7/29/16	Fri 7/29/16
1965	<b>Training</b>	<b>1 day</b>	<b>Mon 8/1/16</b>	<b>Mon 8/1/16</b>
1966	Onsite Customer ITS/WAP Instructor Led Training	1 day	Mon 8/1/16	Mon 8/1/16
1967	Complete and distribute Training Review forms	1 day	Mon 8/1/16	Mon 8/1/16
1968	<b>Customer Acceptance for NY DOC Correctional Facility</b>	<b>1 day</b>	<b>Mon 8/1/16</b>	<b>Mon 8/1/16</b>
1969	<b>ULSTER CORRECTIONAL FACILITY</b>	<b>3.75 days</b>	<b>Wed 8/3/16</b>	<b>Tue 8/9/16</b>
1970	<b>Transport Test &amp; Turn-up Activities with Telecom Provider</b>	<b>1 day</b>	<b>Wed 8/3/16</b>	<b>Thu 8/4/16</b>
1971	Transport turned up with Telecom Provider	1 day	Wed 8/3/16	Thu 8/4/16
1972	Circuit connected to Securus equipment	1 day	Wed 8/3/16	Thu 8/4/16
1973	Installation Support confirmation that Securus equipment on-line	1 day	Wed 8/3/16	Thu 8/4/16
1974	<b>Cut-Over to Securus</b>	<b>2.31 days</b>	<b>Wed 8/3/16</b>	<b>Fri 8/5/16</b>
1975	Re-Verify all Features working properly	0.5 hrs	Wed 8/3/16	Wed 8/3/16
1976	Re-Verify phones work, port assignments/call groups set	0.5 hrs	Wed 8/3/16	Wed 8/3/16
1977	Post Cutover QA Checklist & Test Calls Completed	0.5 hrs	Wed 8/3/16	Wed 8/3/16
1978	Notify Facility ITS/WAP is prepared for cutover and functioning correctly	0.5 hrs	Wed 8/3/16	Wed 8/3/16
1979	Cut Sheet distributed to Securus Project Team	0.5 hrs	Wed 8/3/16	Wed 8/3/16
1980	Complete and certify integration with OMS & Commissary Vendor	1 day	Wed 8/3/16	Thu 8/4/16
1981	Cut-over activities by Dorm/Offender Housing Locations	2 days	Wed 8/3/16	Fri 8/5/16
1982	<b>Quality Control Checkpoint: Customer Acceptance</b>	<b>1.44 days</b>	<b>Fri 8/5/16</b>	<b>Tue 8/9/16</b>
1983	Customer walk through at facility	0.5 hrs	Fri 8/5/16	Fri 8/5/16
1984	Customer review of Quality Control documentation	0.5 hrs	Fri 8/5/16	Fri 8/5/16
1985	<b>Post Cut-over Activities</b>	<b>1.38 days</b>	<b>Mon 8/8/16</b>	<b>Tue 8/9/16</b>
1986	Final installation diagrams (datacom, electrical, and equipment diagrams)	1 hr	Mon 8/8/16	Mon 8/8/16
1987	Site Cutover Preparation Complete - Ready for Training	1 hr	Mon 8/8/16	Mon 8/8/16
1988	Distribute Implementation Customer Satisfaction Survey	1 hr	Mon 8/8/16	Mon 8/8/16
1989	<b>Training</b>	<b>1 day</b>	<b>Mon 8/8/16</b>	<b>Tue 8/9/16</b>
1990	Onsite Customer ITS/WAP Instructor Led Training	1 day	Mon 8/8/16	Tue 8/9/16
1991	Complete and distribute Training Review forms	1 day	Mon 8/8/16	Tue 8/9/16
1992	<b>Customer Acceptance for NY DOC Correctional Facility</b>	<b>1 day</b>	<b>Mon 8/8/16</b>	<b>Tue 8/9/16</b>



ID	Task Name	Duration	Start	Finish
1993	<b>HUDSON CORRECTIONAL FACILITY</b>	<b>3.75 days</b>	<b>Wed 8/3/16</b>	<b>Tue 8/9/16</b>
1994	<b>Transport Test &amp; Turn-up Activities with Telecom Provider</b>	<b>1 day</b>	<b>Wed 8/3/16</b>	<b>Thu 8/4/16</b>
1995	Transport turned up with Telecom Provider	1 day	Wed 8/3/16	Thu 8/4/16
1996	Circuit connected to Securus equipment	1 day	Wed 8/3/16	Thu 8/4/16
1997	Installation Support confirmation that Securus equipment on-line	1 day	Wed 8/3/16	Thu 8/4/16
1998	<b>Cut-Over to Securus</b>	<b>2.31 days</b>	<b>Wed 8/3/16</b>	<b>Fri 8/5/16</b>
1999	Re-Verify all Features working properly	0.5 hrs	Wed 8/3/16	Wed 8/3/16
2000	Re-Verify phones work, port assignments/call groups set	0.5 hrs	Wed 8/3/16	Wed 8/3/16
2001	Post Cutover QA Checklist & Test Calls Completed	0.5 hrs	Wed 8/3/16	Wed 8/3/16
2002	Notify Facility ITS/WAP is prepared for cutover and functioning correctly	0.5 hrs	Wed 8/3/16	Wed 8/3/16
2003	Cut Sheet distributed to Securus Project Team	0.5 hrs	Wed 8/3/16	Wed 8/3/16
2004	Complete and certify integration with OMS & Commissary Vendor	1 day	Wed 8/3/16	Thu 8/4/16
2005	Cut-over activities by Dorm/Offender Housing Locations	2 days	Wed 8/3/16	Fri 8/5/16
2006	<b>Quality Control Checkpoint: Customer Acceptance</b>	<b>1.44 days</b>	<b>Fri 8/5/16</b>	<b>Tue 8/9/16</b>
2007	Customer walk through at facility	0.5 hrs	Fri 8/5/16	Fri 8/5/16
2008	Customer review of Quality Control documentation	0.5 hrs	Fri 8/5/16	Fri 8/5/16
2009	<b>Post Cut-over Activities</b>	<b>1.38 days</b>	<b>Mon 8/8/16</b>	<b>Tue 8/9/16</b>
2010	Final installation diagrams (datacom, electrical, and equipment diagrams)	1 hr	Mon 8/8/16	Mon 8/8/16
2011	Site Cutover Preparation Complete - Ready for Training	1 hr	Mon 8/8/16	Mon 8/8/16
2012	Distribute Implementation Customer Satisfaction Survey	1 hr	Mon 8/8/16	Mon 8/8/16
2013	<b>Training</b>	<b>1 day</b>	<b>Mon 8/8/16</b>	<b>Tue 8/9/16</b>
2014	Onsite Customer ITS/WAP Instructor Led Training	1 day	Mon 8/8/16	Tue 8/9/16
2015	Complete and distribute Training Review forms	1 day	Mon 8/8/16	Tue 8/9/16
2016	<b>Customer Acceptance for NY DOC Correctional Facility</b>	<b>1 day</b>	<b>Mon 8/8/16</b>	<b>Tue 8/9/16</b>
2017	<b>COXSACKIE CORRECTIONAL FACILITY</b>	<b>3.75 days</b>	<b>Wed 8/3/16</b>	<b>Tue 8/9/16</b>
2018	<b>Transport Test &amp; Turn-up Activities with Telecom Provider</b>	<b>1 day</b>	<b>Wed 8/3/16</b>	<b>Thu 8/4/16</b>
2019	Transport turned up with Telecom Provider	1 day	Wed 8/3/16	Thu 8/4/16
2020	Circuit connected to Securus equipment	1 day	Wed 8/3/16	Thu 8/4/16
2021	Installation Support confirmation that Securus equipment on-line	1 day	Wed 8/3/16	Thu 8/4/16
2022	<b>Cut-Over to Securus</b>	<b>2.31 days</b>	<b>Wed 8/3/16</b>	<b>Fri 8/5/16</b>
2023	Re-Verify all Features working properly	0.5 hrs	Wed 8/3/16	Wed 8/3/16
2024	Re-Verify phones work, port assignments/call groups set	0.5 hrs	Wed 8/3/16	Wed 8/3/16
2025	Post Cutover QA Checklist & Test Calls Completed	0.5 hrs	Wed 8/3/16	Wed 8/3/16
2026	Notify Facility ITS/WAP is prepared for cutover and functioning correctly	0.5 hrs	Wed 8/3/16	Wed 8/3/16
2027	Cut Sheet distributed to Securus Project Team	0.5 hrs	Wed 8/3/16	Wed 8/3/16
2028	Complete and certify integration with OMS & Commissary Vendor	1 day	Wed 8/3/16	Thu 8/4/16
2029	Cut-over activities by Dorm/Offender Housing Locations	2 days	Wed 8/3/16	Fri 8/5/16

ID	Task Name	Duration	Start	Finish
2030	<b>Quality Control Checkpoint: Customer Acceptance</b>	<b>1.44 days</b>	<b>Fri 8/5/16</b>	<b>Tue 8/9/16</b>
2031	Customer walk through at facility	0.5 hrs	Fri 8/5/16	Fri 8/5/16
2032	Customer review of Quality Control documentation	0.5 hrs	Fri 8/5/16	Fri 8/5/16
2033	<b>Post Cut-over Activities</b>	<b>1.38 days</b>	<b>Mon 8/8/16</b>	<b>Tue 8/9/16</b>
2034	Final installation diagrams (datacom, electrical, and equipment diagrams)	1 hr	Mon 8/8/16	Mon 8/8/16
2035	Site Cutover Preparation Complete - Ready for Training	1 hr	Mon 8/8/16	Mon 8/8/16
2036	Distribute Implementation Customer Satisfaction Survey	1 hr	Mon 8/8/16	Mon 8/8/16
2037	<b>Training</b>	<b>1 day</b>	<b>Mon 8/8/16</b>	<b>Tue 8/9/16</b>
2038	Onsite Customer ITS/WAP Instructor Led Training	1 day	Mon 8/8/16	Tue 8/9/16
2039	Complete and distribute Training Review forms	1 day	Mon 8/8/16	Tue 8/9/16
2040	<b>Customer Acceptance for NY DOC Correctional Facility</b>	<b>1 day</b>	<b>Mon 8/8/16</b>	<b>Tue 8/9/16</b>
2041	<b>GREENE CORRECTIONAL FACILITY</b>	<b>3.75 days</b>	<b>Thu 8/11/16</b>	<b>Tue 8/16/16</b>
2042	<b>Transport Test &amp; Turn-up Activities with Telecom Provider</b>	<b>1 day</b>	<b>Thu 8/11/16</b>	<b>Thu 8/11/16</b>
2043	Transport turned up with Telecom Provider	1 day	Thu 8/11/16	Thu 8/11/16
2044	Circuit connected to Securus equipment	1 day	Thu 8/11/16	Thu 8/11/16
2045	Installation Support confirmation that Securus equipment on-line	1 day	Thu 8/11/16	Thu 8/11/16
2046	<b>Cut-Over to Securus</b>	<b>2.31 days</b>	<b>Thu 8/11/16</b>	<b>Mon 8/15/16</b>
2047	Re-Verify all Features working properly	0.5 hrs	Thu 8/11/16	Thu 8/11/16
2048	Re-Verify phones work, port assignments/call groups set	0.5 hrs	Thu 8/11/16	Thu 8/11/16
2049	Post Cutover QA Checklist & Test Calls Completed	0.5 hrs	Thu 8/11/16	Thu 8/11/16
2050	Notify Facility ITS/WAP is prepared for cutover and functioning correctly	0.5 hrs	Thu 8/11/16	Thu 8/11/16
2051	Cut Sheet distributed to Securus Project Team	0.5 hrs	Thu 8/11/16	Thu 8/11/16
2052	Complete and certify integration with OMS & Commissary Vendor	1 day	Thu 8/11/16	Fri 8/12/16
2053	Cut-over activities by Dorm/Offender Housing Locations	2 days	Thu 8/11/16	Mon 8/15/16
2054	<b>Quality Control Checkpoint: Customer Acceptance</b>	<b>1.44 days</b>	<b>Mon 8/15/16</b>	<b>Tue 8/16/16</b>
2055	Customer walk through at facility	0.5 hrs	Mon 8/15/16	Mon 8/15/16
2056	Customer review of Quality Control documentation	0.5 hrs	Mon 8/15/16	Mon 8/15/16
2057	<b>Post Cut-over Activities</b>	<b>1.38 days</b>	<b>Mon 8/15/16</b>	<b>Tue 8/16/16</b>
2058	Final installation diagrams (datacom, electrical, and equipment diagrams)	1 hr	Mon 8/15/16	Mon 8/15/16
2059	Site Cutover Preparation Complete - Ready for Training	1 hr	Mon 8/15/16	Mon 8/15/16
2060	Distribute Implementation Customer Satisfaction Survey	1 hr	Mon 8/15/16	Mon 8/15/16
2061	<b>Training</b>	<b>1 day</b>	<b>Mon 8/15/16</b>	<b>Tue 8/16/16</b>
2062	Onsite Customer ITS/WAP Instructor Led Training	1 day	Mon 8/15/16	Tue 8/16/16
2063	Complete and distribute Training Review forms	1 day	Mon 8/15/16	Tue 8/16/16
2064	<b>Customer Acceptance for NY DOC Correctional Facility</b>	<b>1 day</b>	<b>Mon 8/15/16</b>	<b>Tue 8/16/16</b>
2065	<b>MT MCGREGOR CORRECTIONAL FACILITY</b>	<b>3.75 days</b>	<b>Thu 8/11/16</b>	<b>Tue 8/16/16</b>
2066	<b>Transport Test &amp; Turn-up Activities with Telecom Provider</b>	<b>1 day</b>	<b>Thu 8/11/16</b>	<b>Thu 8/11/16</b>



ID	Task Name	Duration	Start	Finish
2067	Transport turned up with Telecom Provider	1 day	Thu 8/11/16	Thu 8/11/16
2068	Circuit connected to Securus equipment	1 day	Thu 8/11/16	Thu 8/11/16
2069	Installation Support confirmation that Securus equipment on-line	1 day	Thu 8/11/16	Thu 8/11/16
2070	<b>Cut-Over to Securus</b>	<b>2.31 days</b>	<b>Thu 8/11/16</b>	<b>Mon 8/15/16</b>
2071	Re-Verify all Features working properly	0.5 hrs	Thu 8/11/16	Thu 8/11/16
2072	Re-Verify phones work, port assignments/call groups set	0.5 hrs	Thu 8/11/16	Thu 8/11/16
2073	Post Cutover QA Checklist & Test Calls Completed	0.5 hrs	Thu 8/11/16	Thu 8/11/16
2074	Notify Facility ITS/WAP is prepared for cutover and functioning correctly	0.5 hrs	Thu 8/11/16	Thu 8/11/16
2075	Cut Sheet distributed to Securus Project Team	0.5 hrs	Thu 8/11/16	Thu 8/11/16
2076	Complete and certify integration with OMS & Commissary Vendor	1 day	Thu 8/11/16	Fri 8/12/16
2077	Cut-over activities by Dorm/Offender Housing Locations	2 days	Thu 8/11/16	Mon 8/15/16
2078	<b>Quality Control Checkpoint: Customer Acceptance</b>	<b>1.44 days</b>	<b>Mon 8/15/16</b>	<b>Tue 8/16/16</b>
2079	Customer walk through at facility	0.5 hrs	Mon 8/15/16	Mon 8/15/16
2080	Customer review of Quality Control documentation	0.5 hrs	Mon 8/15/16	Mon 8/15/16
2081	<b>Post Cut-over Activities</b>	<b>1.38 days</b>	<b>Mon 8/15/16</b>	<b>Tue 8/16/16</b>
2082	Final installation diagrams (datacom, electrical, and equipment diagrams)	1 hr	Mon 8/15/16	Mon 8/15/16
2083	Site Cutover Preparation Complete - Ready for Training	1 hr	Mon 8/15/16	Mon 8/15/16
2084	Distribute Implementation Customer Satisfaction Survey	1 hr	Mon 8/15/16	Mon 8/15/16
2085	<b>Training</b>	<b>1 day</b>	<b>Mon 8/15/16</b>	<b>Tue 8/16/16</b>
2086	Onsite Customer ITS/WAP Instructor Led Training	1 day	Mon 8/15/16	Tue 8/16/16
2087	Complete and distribute Training Review forms	1 day	Mon 8/15/16	Tue 8/16/16
2088	<b>Customer Acceptance for NY DOC Correctional Facility</b>	<b>1 day</b>	<b>Mon 8/15/16</b>	<b>Tue 8/16/16</b>
2089	<b>HALE CREEK CORRECTIONAL FACILITY</b>	<b>3.75 days</b>	<b>Thu 8/11/16</b>	<b>Tue 8/16/16</b>
2090	<b>Transport Test &amp; Turn-up Activities with Telecom Provider</b>	<b>1 day</b>	<b>Thu 8/11/16</b>	<b>Thu 8/11/16</b>
2091	Transport turned up with Telecom Provider	1 day	Thu 8/11/16	Thu 8/11/16
2092	Circuit connected to Securus equipment	1 day	Thu 8/11/16	Thu 8/11/16
2093	Installation Support confirmation that Securus equipment on-line	1 day	Thu 8/11/16	Thu 8/11/16
2094	<b>Cut-Over to Securus</b>	<b>2.31 days</b>	<b>Thu 8/11/16</b>	<b>Mon 8/15/16</b>
2095	Re-Verify all Features working properly	0.5 hrs	Thu 8/11/16	Thu 8/11/16
2096	Re-Verify phones work, port assignments/call groups set	0.5 hrs	Thu 8/11/16	Thu 8/11/16
2097	Post Cutover QA Checklist & Test Calls Completed	0.5 hrs	Thu 8/11/16	Thu 8/11/16
2098	Notify Facility ITS/WAP is prepared for cutover and functioning correctly	0.5 hrs	Thu 8/11/16	Thu 8/11/16
2099	Cut Sheet distributed to Securus Project Team	0.5 hrs	Thu 8/11/16	Thu 8/11/16
2100	Complete and certify integration with OMS & Commissary Vendor	1 day	Thu 8/11/16	Fri 8/12/16
2101	Cut-over activities by Dorm/Offender Housing Locations	2 days	Thu 8/11/16	Mon 8/15/16
2102	<b>Quality Control Checkpoint: Customer Acceptance</b>	<b>1.44 days</b>	<b>Mon 8/15/16</b>	<b>Tue 8/16/16</b>
2103	Customer walk through at facility	0.5 hrs	Mon 8/15/16	Mon 8/15/16

ID	Task Name	Duration	Start	Finish
2104	Customer review of Quality Control documentation	0.5 hrs	Mon 8/15/16	Mon 8/15/16
2105	<b>Post Cut-over Activities</b>	<b>1.38 days</b>	<b>Mon 8/15/16</b>	<b>Tue 8/16/16</b>
2106	Final installation diagrams (datacom, electrical, and equipment diagrams)	1 hr	Mon 8/15/16	Mon 8/15/16
2107	Site Cutover Preparation Complete - Ready for Training	1 hr	Mon 8/15/16	Mon 8/15/16
2108	Distribute Implementation Customer Satisfaction Survey	1 hr	Mon 8/15/16	Mon 8/15/16
2109	<b>Training</b>	<b>1 day</b>	<b>Mon 8/15/16</b>	<b>Tue 8/16/16</b>
2110	Onsite Customer ITS/WAP Instructor Led Training	1 day	Mon 8/15/16	Tue 8/16/16
2111	Complete and distribute Training Review forms	1 day	Mon 8/15/16	Tue 8/16/16
2112	<b>Customer Acceptance for NY DOC Correctional Facility</b>	<b>1 day</b>	<b>Mon 8/15/16</b>	<b>Tue 8/16/16</b>
2113	<b>MID STATE CORRECTIONAL FACILITY</b>	<b>3.75 days</b>	<b>Thu 8/18/16</b>	<b>Wed 8/24/16</b>
2114	<b>Transport Test &amp; Turn-up Activities with Telecom Provider</b>	<b>1 day</b>	<b>Thu 8/18/16</b>	<b>Fri 8/19/16</b>
2115	Transport turned up with Telecom Provider	1 day	Thu 8/18/16	Fri 8/19/16
2116	Circuit connected to Securus equipment	1 day	Thu 8/18/16	Fri 8/19/16
2117	Installation Support confirmation that Securus equipment on-line	1 day	Thu 8/18/16	Fri 8/19/16
2118	<b>Cut-Over to Securus</b>	<b>2.31 days</b>	<b>Thu 8/18/16</b>	<b>Mon 8/22/16</b>
2119	Re-Verify all Features working properly	0.5 hrs	Thu 8/18/16	Thu 8/18/16
2120	Re-Verify phones work, port assignments/call groups set	0.5 hrs	Thu 8/18/16	Thu 8/18/16
2121	Post Cutover QA Checklist & Test Calls Completed	0.5 hrs	Thu 8/18/16	Thu 8/18/16
2122	Notify Facility ITS/WAP is prepared for cutover and functioning correctly	0.5 hrs	Thu 8/18/16	Thu 8/18/16
2123	Cut Sheet distributed to Securus Project Team	0.5 hrs	Thu 8/18/16	Thu 8/18/16
2124	Complete and certify integration with OMS & Commissary Vendor	1 day	Thu 8/18/16	Fri 8/19/16
2125	Cut-over activities by Dorm/Offender Housing Locations	2 days	Thu 8/18/16	Mon 8/22/16
2126	<b>Quality Control Checkpoint: Customer Acceptance</b>	<b>1.44 days</b>	<b>Mon 8/22/16</b>	<b>Wed 8/24/16</b>
2127	Customer walk through at facility	0.5 hrs	Mon 8/22/16	Mon 8/22/16
2128	Customer review of Quality Control documentation	0.5 hrs	Mon 8/22/16	Mon 8/22/16
2129	<b>Post Cut-over Activities</b>	<b>1.38 days</b>	<b>Mon 8/22/16</b>	<b>Wed 8/24/16</b>
2130	Final installation diagrams (datacom, electrical, and equipment diagrams)	1 hr	Mon 8/22/16	Mon 8/22/16
2131	Site Cutover Preparation Complete - Ready for Training	1 hr	Mon 8/22/16	Mon 8/22/16
2132	Distribute Implementation Customer Satisfaction Survey	1 hr	Tue 8/23/16	Tue 8/23/16
2133	<b>Training</b>	<b>1 day</b>	<b>Tue 8/23/16</b>	<b>Wed 8/24/16</b>
2134	Onsite Customer ITS/WAP Instructor Led Training	1 day	Tue 8/23/16	Wed 8/24/16
2135	Complete and distribute Training Review forms	1 day	Tue 8/23/16	Wed 8/24/16
2136	<b>Customer Acceptance for NY DOC Correctional Facility</b>	<b>1 day</b>	<b>Tue 8/23/16</b>	<b>Wed 8/24/16</b>
2137	<b>MARCY CORRECTIONAL FACILITY</b>	<b>3.75 days</b>	<b>Thu 8/18/16</b>	<b>Wed 8/24/16</b>
2138	<b>Transport Test &amp; Turn-up Activities with Telecom Provider</b>	<b>1 day</b>	<b>Thu 8/18/16</b>	<b>Fri 8/19/16</b>
2139	Transport turned up with Telecom Provider	1 day	Thu 8/18/16	Fri 8/19/16
2140	Circuit connected to Securus equipment	1 day	Thu 8/18/16	Fri 8/19/16



ID	Task Name	Duration	Start	Finish
2141	Installation Support confirmation that Securus equipment on-line	1 day	Thu 8/18/16	Fri 8/19/16
2142	<b>Cut-Over to Securus</b>	<b>2.31 days</b>	<b>Thu 8/18/16</b>	<b>Mon 8/22/16</b>
2143	Re-Verify all Features working properly	0.5 hrs	Thu 8/18/16	Thu 8/18/16
2144	Re-Verify phones work, port assignments/call groups set	0.5 hrs	Thu 8/18/16	Thu 8/18/16
2145	Post Cutover QA Checklist & Test Calls Completed	0.5 hrs	Thu 8/18/16	Thu 8/18/16
2146	Notify Facility ITS/WAP is prepared for cutover and functioning correctly	0.5 hrs	Thu 8/18/16	Thu 8/18/16
2147	Cut Sheet distributed to Securus Project Team	0.5 hrs	Thu 8/18/16	Thu 8/18/16
2148	Complete and certify integration with OMS & Commissary Vendor	1 day	Thu 8/18/16	Fri 8/19/16
2149	Cut-over activities by Dorm/Offender Housing Locations	2 days	Thu 8/18/16	Mon 8/22/16
2150	<b>Quality Control Checkpoint: Customer Acceptance</b>	<b>1.44 days</b>	<b>Mon 8/22/16</b>	<b>Wed 8/24/16</b>
2151	Customer walk through at facility	0.5 hrs	Mon 8/22/16	Mon 8/22/16
2152	Customer review of Quality Control documentation	0.5 hrs	Mon 8/22/16	Mon 8/22/16
2153	<b>Post Cut-over Activities</b>	<b>1.38 days</b>	<b>Mon 8/22/16</b>	<b>Wed 8/24/16</b>
2154	Final installation diagrams (datacom, electrical, and equipment diagrams)	1 hr	Mon 8/22/16	Mon 8/22/16
2155	Site Cutover Preparation Complete - Ready for Training	1 hr	Mon 8/22/16	Mon 8/22/16
2156	Distribute Implementation Customer Satisfaction Survey	1 hr	Tue 8/23/16	Tue 8/23/16
2157	<b>Training</b>	<b>1 day</b>	<b>Tue 8/23/16</b>	<b>Wed 8/24/16</b>
2158	Onsite Customer ITS/WAP Instructor Led Training	1 day	Tue 8/23/16	Wed 8/24/16
2159	Complete and distribute Training Review forms	1 day	Tue 8/23/16	Wed 8/24/16
2160	<b>Customer Acceptance for NY DOC Correctional Facility</b>	<b>1 day</b>	<b>Tue 8/23/16</b>	<b>Wed 8/24/16</b>
2161	<b>MOHAWK CORRECTIONAL FACILITY</b>	<b>3.75 days</b>	<b>Thu 8/18/16</b>	<b>Wed 8/24/16</b>
2162	<b>Transport Test &amp; Turn-up Activities with Telecom Provider</b>	<b>1 day</b>	<b>Thu 8/18/16</b>	<b>Fri 8/19/16</b>
2163	Transport turned up with Telecom Provider	1 day	Thu 8/18/16	Fri 8/19/16
2164	Circuit connected to Securus equipment	1 day	Thu 8/18/16	Fri 8/19/16
2165	Installation Support confirmation that Securus equipment on-line	1 day	Thu 8/18/16	Fri 8/19/16
2166	<b>Cut-Over to Securus</b>	<b>2.31 days</b>	<b>Thu 8/18/16</b>	<b>Mon 8/22/16</b>
2167	Re-Verify all Features working properly	0.5 hrs	Thu 8/18/16	Thu 8/18/16
2168	Re-Verify phones work, port assignments/call groups set	0.5 hrs	Thu 8/18/16	Thu 8/18/16
2169	Post Cutover QA Checklist & Test Calls Completed	0.5 hrs	Thu 8/18/16	Thu 8/18/16
2170	Notify Facility ITS/WAP is prepared for cutover and functioning correctly	0.5 hrs	Thu 8/18/16	Thu 8/18/16
2171	Cut Sheet distributed to Securus Project Team	0.5 hrs	Thu 8/18/16	Thu 8/18/16
2172	Complete and certify integration with OMS & Commissary Vendor	1 day	Thu 8/18/16	Fri 8/19/16
2173	Cut-over activities by Dorm/Offender Housing Locations	2 days	Thu 8/18/16	Mon 8/22/16
2174	<b>Quality Control Checkpoint: Customer Acceptance</b>	<b>1.44 days</b>	<b>Mon 8/22/16</b>	<b>Wed 8/24/16</b>
2175	Customer walk through at facility	0.5 hrs	Mon 8/22/16	Mon 8/22/16
2176	Customer review of Quality Control documentation	0.5 hrs	Mon 8/22/16	Mon 8/22/16
2177	<b>Post Cut-over Activities</b>	<b>1.38 days</b>	<b>Mon 8/22/16</b>	<b>Wed 8/24/16</b>

ID	Task Name	Duration	Start	Finish
2178	Final installation diagrams (datacom, electrical, and equipment diagrams)	1 hr	Mon 8/22/16	Mon 8/22/16
2179	Site Cutover Preparation Complete - Ready for Training	1 hr	Mon 8/22/16	Mon 8/22/16
2180	Distribute Implementation Customer Satisfaction Survey	1 hr	Tue 8/23/16	Tue 8/23/16
2181	<b>Training</b>	<b>1 day</b>	<b>Tue 8/23/16</b>	<b>Wed 8/24/16</b>
2182	Onsite Customer ITS/WAP Instructor Led Training	1 day	Tue 8/23/16	Wed 8/24/16
2183	Complete and distribute Training Review forms	1 day	Tue 8/23/16	Wed 8/24/16
2184	<b>Customer Acceptance for NY DOC Correctional Facility</b>	<b>1 day</b>	<b>Tue 8/23/16</b>	<b>Wed 8/24/16</b>
2185	<b>BUTLER CORRECTIONAL FACILITY</b>	<b>3.75 days</b>	<b>Thu 8/25/16</b>	<b>Wed 8/31/16</b>
2186	<b>Transport Test &amp; Turn-up Activities with Telecom Provider</b>	<b>1 day</b>	<b>Thu 8/25/16</b>	<b>Fri 8/26/16</b>
2187	Transport turned up with Telecom Provider	1 day	Thu 8/25/16	Fri 8/26/16
2188	Circuit connected to Securus equipment	1 day	Thu 8/25/16	Fri 8/26/16
2189	Installation Support confirmation that Securus equipment on-line	1 day	Thu 8/25/16	Fri 8/26/16
2190	<b>Cut-Over to Securus</b>	<b>2.31 days</b>	<b>Thu 8/25/16</b>	<b>Tue 8/30/16</b>
2191	Re-Verify all Features working properly	0.5 hrs	Thu 8/25/16	Thu 8/25/16
2192	Re-Verify phones work, port assignments/call groups set	0.5 hrs	Thu 8/25/16	Thu 8/25/16
2193	Post Cutover QA Checklist & Test Calls Completed	0.5 hrs	Thu 8/25/16	Thu 8/25/16
2194	Notify Facility ITS/WAP is prepared for cutover and functioning correctly	0.5 hrs	Thu 8/25/16	Thu 8/25/16
2195	Cut Sheet distributed to Securus Project Team	0.5 hrs	Fri 8/26/16	Fri 8/26/16
2196	Complete and certify integration with OMS & Commissary Vendor	1 day	Fri 8/26/16	Mon 8/29/16
2197	Cut-over activities by Dorm/Offender Housing Locations	2 days	Fri 8/26/16	Tue 8/30/16
2198	<b>Quality Control Checkpoint: Customer Acceptance</b>	<b>1.44 days</b>	<b>Tue 8/30/16</b>	<b>Wed 8/31/16</b>
2199	Customer walk through at facility	0.5 hrs	Tue 8/30/16	Tue 8/30/16
2200	Customer review of Quality Control documentation	0.5 hrs	Tue 8/30/16	Tue 8/30/16
2201	<b>Post Cut-over Activities</b>	<b>1.38 days</b>	<b>Tue 8/30/16</b>	<b>Wed 8/31/16</b>
2202	Final installation diagrams (datacom, electrical, and equipment diagrams)	1 hr	Tue 8/30/16	Tue 8/30/16
2203	Site Cutover Preparation Complete - Ready for Training	1 hr	Tue 8/30/16	Tue 8/30/16
2204	Distribute Implementation Customer Satisfaction Survey	1 hr	Tue 8/30/16	Tue 8/30/16
2205	<b>Training</b>	<b>1 day</b>	<b>Tue 8/30/16</b>	<b>Wed 8/31/16</b>
2206	Onsite Customer ITS/WAP Instructor Led Training	1 day	Tue 8/30/16	Wed 8/31/16
2207	Complete and distribute Training Review forms	1 day	Tue 8/30/16	Wed 8/31/16
2208	<b>Customer Acceptance for NY DOC Correctional Facility</b>	<b>1 day</b>	<b>Tue 8/30/16</b>	<b>Wed 8/31/16</b>
2209	<b>AUBURN CORRECTIONAL FACILITY</b>	<b>3.75 days</b>	<b>Thu 8/25/16</b>	<b>Wed 8/31/16</b>
2210	<b>Transport Test &amp; Turn-up Activities with Telecom Provider</b>	<b>1 day</b>	<b>Thu 8/25/16</b>	<b>Fri 8/26/16</b>
2211	Transport turned up with Telecom Provider	1 day	Thu 8/25/16	Fri 8/26/16
2212	Circuit connected to Securus equipment	1 day	Thu 8/25/16	Fri 8/26/16
2213	Installation Support confirmation that Securus equipment on-line	1 day	Thu 8/25/16	Fri 8/26/16
2214	<b>Cut-Over to Securus</b>	<b>2.31 days</b>	<b>Thu 8/25/16</b>	<b>Tue 8/30/16</b>



ID	Task Name	Duration	Start	Finish
2215	Re-Verify all Features working properly	0.5 hrs	Thu 8/25/16	Thu 8/25/16
2216	Re-Verify phones work, port assignments/call groups set	0.5 hrs	Thu 8/25/16	Thu 8/25/16
2217	Post Cutover QA Checklist & Test Calls Completed	0.5 hrs	Thu 8/25/16	Thu 8/25/16
2218	Notify Facility ITS/WAP is prepared for cutover and functioning correctly	0.5 hrs	Thu 8/25/16	Thu 8/25/16
2219	Cut Sheet distributed to Securus Project Team	0.5 hrs	Fri 8/26/16	Fri 8/26/16
2220	Complete and certify integration with OMS & Commissary Vendor	1 day	Fri 8/26/16	Mon 8/29/16
2221	Cut-over activities by Dorm/Offender Housing Locations	2 days	Fri 8/26/16	Tue 8/30/16
2222	<b>Quality Control Checkpoint: Customer Acceptance</b>	<b>1.44 days</b>	<b>Tue 8/30/16</b>	<b>Wed 8/31/16</b>
2223	Customer walk through at facility	0.5 hrs	Tue 8/30/16	Tue 8/30/16
2224	Customer review of Quality Control documentation	0.5 hrs	Tue 8/30/16	Tue 8/30/16
2225	<b>Post Cut-over Activities</b>	<b>1.38 days</b>	<b>Tue 8/30/16</b>	<b>Wed 8/31/16</b>
2226	Final installation diagrams (datacom, electrical, and equipment diagrams)	1 hr	Tue 8/30/16	Tue 8/30/16
2227	Site Cutover Preparation Complete - Ready for Training	1 hr	Tue 8/30/16	Tue 8/30/16
2228	Distribute Implementation Customer Satisfaction Survey	1 hr	Tue 8/30/16	Tue 8/30/16
2229	<b>Training</b>	<b>1 day</b>	<b>Tue 8/30/16</b>	<b>Wed 8/31/16</b>
2230	Onsite Customer ITS/WAP Instructor Led Training	1 day	Tue 8/30/16	Wed 8/31/16
2231	Complete and distribute Training Review forms	1 day	Tue 8/30/16	Wed 8/31/16
2232	<b>Customer Acceptance for NY DOC Correctional Facility</b>	<b>1 day</b>	<b>Tue 8/30/16</b>	<b>Wed 8/31/16</b>
2233	<b>CAYUGA CORRECTIONAL FACILITY</b>	<b>3.75 days</b>	<b>Thu 8/25/16</b>	<b>Wed 8/31/16</b>
2234	<b>Transport Test &amp; Turn-up Activities with Telecom Provider</b>	<b>1 day</b>	<b>Thu 8/25/16</b>	<b>Fri 8/26/16</b>
2235	Transport turned up with Telecom Provider	1 day	Thu 8/25/16	Fri 8/26/16
2236	Circuit connected to Securus equipment	1 day	Thu 8/25/16	Fri 8/26/16
2237	Installation Support confirmation that Securus equipment on-line	1 day	Thu 8/25/16	Fri 8/26/16
2238	<b>Cut-Over to Securus</b>	<b>2.31 days</b>	<b>Thu 8/25/16</b>	<b>Tue 8/30/16</b>
2239	Re-Verify all Features working properly	0.5 hrs	Thu 8/25/16	Thu 8/25/16
2240	Re-Verify phones work, port assignments/call groups set	0.5 hrs	Thu 8/25/16	Thu 8/25/16
2241	Post Cutover QA Checklist & Test Calls Completed	0.5 hrs	Thu 8/25/16	Thu 8/25/16
2242	Notify Facility ITS/WAP is prepared for cutover and functioning correctly	0.5 hrs	Thu 8/25/16	Thu 8/25/16
2243	Cut Sheet distributed to Securus Project Team	0.5 hrs	Fri 8/26/16	Fri 8/26/16
2244	Complete and certify integration with OMS & Commissary Vendor	1 day	Fri 8/26/16	Mon 8/29/16
2245	Cut-over activities by Dorm/Offender Housing Locations	2 days	Fri 8/26/16	Tue 8/30/16
2246	<b>Quality Control Checkpoint: Customer Acceptance</b>	<b>1.44 days</b>	<b>Tue 8/30/16</b>	<b>Wed 8/31/16</b>
2247	Customer walk through at facility	0.5 hrs	Tue 8/30/16	Tue 8/30/16
2248	Customer review of Quality Control documentation	0.5 hrs	Tue 8/30/16	Tue 8/30/16
2249	<b>Post Cut-over Activities</b>	<b>1.38 days</b>	<b>Tue 8/30/16</b>	<b>Wed 8/31/16</b>
2250	Final installation diagrams (datacom, electrical, and equipment diagrams)	1 hr	Tue 8/30/16	Tue 8/30/16
2251	Site Cutover Preparation Complete - Ready for Training	1 hr	Tue 8/30/16	Tue 8/30/16



ID	Task Name	Duration	Start	Finish
2252	Distribute Implementation Customer Satisfaction Survey	1 hr	Tue 8/30/16	Tue 8/30/16
2253	<b>Training</b>	<b>1 day</b>	<b>Tue 8/30/16</b>	<b>Wed 8/31/16</b>
2254	Onsite Customer ITS/WAP Instructor Led Training	1 day	Tue 8/30/16	Wed 8/31/16
2255	Complete and distribute Training Review forms	1 day	Tue 8/30/16	Wed 8/31/16
2256	<b>Customer Acceptance for NY DOC Correctional Facility</b>	<b>1 day</b>	<b>Tue 8/30/16</b>	<b>Wed 8/31/16</b>
2257	<b>Installation Region 3 Facilities</b>	<b>25.25 days</b>	<b>Wed 7/27/16</b>	<b>Wed 8/31/16</b>
2258	<b>LAKEVIEW SHOCK INCARCERATION CORRECTIONAL FACILITY</b>	<b>3.75 days</b>	<b>Wed 7/27/16</b>	<b>Mon 8/1/16</b>
2259	<b>Transport Test &amp; Turn-up Activities with Telecom Provider</b>	<b>1 day</b>	<b>Wed 7/27/16</b>	<b>Thu 7/28/16</b>
2260	Transport turned up with Telecom Provider	1 day	Wed 7/27/16	Thu 7/28/16
2261	Circuit connected to Securus equipment	1 day	Wed 7/27/16	Thu 7/28/16
2262	Installation Support confirmation that Securus equipment on-line	1 day	Wed 7/27/16	Thu 7/28/16
2263	<b>Cut-Over to Securus</b>	<b>2.31 days</b>	<b>Wed 7/27/16</b>	<b>Fri 7/29/16</b>
2264	Re-Verify all Features working properly	0.5 hrs	Wed 7/27/16	Wed 7/27/16
2265	Re-Verify phones work, port assignments/call groups set	0.5 hrs	Wed 7/27/16	Wed 7/27/16
2266	Post Cutover QA Checklist & Test Calls Completed	0.5 hrs	Wed 7/27/16	Wed 7/27/16
2267	Notify Facility ITS/WAP is prepared for cutover and functioning correctly	0.5 hrs	Wed 7/27/16	Wed 7/27/16
2268	Cut Sheet distributed to Securus Project Team	0.5 hrs	Wed 7/27/16	Wed 7/27/16
2269	Complete and certify integration with OMS & Commissary Vendor	1 day	Wed 7/27/16	Thu 7/28/16
2270	Cut-over activities by Dorm/Offender Housing Locations	2 days	Wed 7/27/16	Fri 7/29/16
2271	<b>Quality Control Checkpoint: Customer Acceptance</b>	<b>1.44 days</b>	<b>Fri 7/29/16</b>	<b>Mon 8/1/16</b>
2272	Customer walk through at facility	0.5 hrs	Fri 7/29/16	Fri 7/29/16
2273	Customer review of Quality Control documentation	0.5 hrs	Fri 7/29/16	Fri 7/29/16
2274	<b>Post Cut-over Activities</b>	<b>1.38 days</b>	<b>Fri 7/29/16</b>	<b>Mon 8/1/16</b>
2275	Final installation diagrams (datacom, electrical, and equipment diagrams)	1 hr	Fri 7/29/16	Fri 7/29/16
2276	Site Cutover Preparation Complete - Ready for Training	1 hr	Fri 7/29/16	Fri 7/29/16
2277	Distribute Implementation Customer Satisfaction Survey	1 hr	Fri 7/29/16	Fri 7/29/16
2278	<b>Training</b>	<b>1 day</b>	<b>Mon 8/1/16</b>	<b>Mon 8/1/16</b>
2279	Onsite Customer ITS/WAP Instructor Led Training	1 day	Mon 8/1/16	Mon 8/1/16
2280	Complete and distribute Training Review forms	1 day	Mon 8/1/16	Mon 8/1/16
2281	<b>Customer Acceptance for NY DOC Correctional Facility</b>	<b>1 day</b>	<b>Mon 8/1/16</b>	<b>Mon 8/1/16</b>
2282	<b>GOWANDA CORRECTIONAL FACILITY</b>	<b>3.75 days</b>	<b>Wed 7/27/16</b>	<b>Mon 8/1/16</b>
2283	<b>Transport Test &amp; Turn-up Activities with Telecom Provider</b>	<b>1 day</b>	<b>Wed 7/27/16</b>	<b>Thu 7/28/16</b>
2284	Transport turned up with Telecom Provider	1 day	Wed 7/27/16	Thu 7/28/16
2285	Circuit connected to Securus equipment	1 day	Wed 7/27/16	Thu 7/28/16
2286	Installation Support confirmation that Securus equipment on-line	1 day	Wed 7/27/16	Thu 7/28/16
2287	<b>Cut-Over to Securus</b>	<b>2.31 days</b>	<b>Wed 7/27/16</b>	<b>Fri 7/29/16</b>
2288	Re-Verify all Features working properly	0.5 hrs	Wed 7/27/16	Wed 7/27/16



ID	Task Name	Duration	Start	Finish
2289	Re-Verify phones work, port assignments/call groups set	0.5 hrs	Wed 7/27/16	Wed 7/27/16
2290	Post Cutover QA Checklist & Test Calls Completed	0.5 hrs	Wed 7/27/16	Wed 7/27/16
2291	Notify Facility ITS/WAP is prepared for cutover and functioning correctly	0.5 hrs	Wed 7/27/16	Wed 7/27/16
2292	Cut Sheet distributed to Securus Project Team	0.5 hrs	Wed 7/27/16	Wed 7/27/16
2293	Complete and certify integration with OMS & Commissary Vendor	1 day	Wed 7/27/16	Thu 7/28/16
2294	Cut-over activities by Dorm/Offender Housing Locations	2 days	Wed 7/27/16	Fri 7/29/16
2295	<b>Quality Control Checkpoint: Customer Acceptance</b>	<b>1.44 days</b>	<b>Fri 7/29/16</b>	<b>Mon 8/1/16</b>
2296	Customer walk through at facility	0.5 hrs	Fri 7/29/16	Fri 7/29/16
2297	Customer review of Quality Control documentation	0.5 hrs	Fri 7/29/16	Fri 7/29/16
2298	<b>Post Cut-over Activities</b>	<b>1.38 days</b>	<b>Fri 7/29/16</b>	<b>Mon 8/1/16</b>
2299	Final installation diagrams (datacom, electrical, and equipment diagrams)	1 hr	Fri 7/29/16	Fri 7/29/16
2300	Site Cutover Preparation Complete - Ready for Training	1 hr	Fri 7/29/16	Fri 7/29/16
2301	Distribute Implementation Customer Satisfaction Survey	1 hr	Fri 7/29/16	Fri 7/29/16
2302	<b>Training</b>	<b>1 day</b>	<b>Mon 8/1/16</b>	<b>Mon 8/1/16</b>
2303	Onsite Customer ITS/WAP Instructor Led Training	1 day	Mon 8/1/16	Mon 8/1/16
2304	Complete and distribute Training Review forms	1 day	Mon 8/1/16	Mon 8/1/16
2305	<b>Customer Acceptance for NY DOC Correctional Facility</b>	<b>1 day</b>	<b>Mon 8/1/16</b>	<b>Mon 8/1/16</b>
2306	<b>COLLINS CORRECTIONAL FACILITY</b>	<b>3.75 days</b>	<b>Wed 7/27/16</b>	<b>Mon 8/1/16</b>
2307	<b>Transport Test &amp; Turn-up Activities with Telecom Provider</b>	<b>1 day</b>	<b>Wed 7/27/16</b>	<b>Thu 7/28/16</b>
2308	Transport turned up with Telecom Provider	1 day	Wed 7/27/16	Thu 7/28/16
2309	Circuit connected to Securus equipment	1 day	Wed 7/27/16	Thu 7/28/16
2310	Installation Support confirmation that Securus equipment on-line	1 day	Wed 7/27/16	Thu 7/28/16
2311	<b>Cut-Over to Securus</b>	<b>2.31 days</b>	<b>Wed 7/27/16</b>	<b>Fri 7/29/16</b>
2312	Re-Verify all Features working properly	0.5 hrs	Wed 7/27/16	Wed 7/27/16
2313	Re-Verify phones work, port assignments/call groups set	0.5 hrs	Wed 7/27/16	Wed 7/27/16
2314	Post Cutover QA Checklist & Test Calls Completed	0.5 hrs	Wed 7/27/16	Wed 7/27/16
2315	Notify Facility ITS/WAP is prepared for cutover and functioning correctly	0.5 hrs	Wed 7/27/16	Wed 7/27/16
2316	Cut Sheet distributed to Securus Project Team	0.5 hrs	Wed 7/27/16	Wed 7/27/16
2317	Complete and certify integration with OMS & Commissary Vendor	1 day	Wed 7/27/16	Thu 7/28/16
2318	Cut-over activities by Dorm/Offender Housing Locations	2 days	Wed 7/27/16	Fri 7/29/16
2319	<b>Quality Control Checkpoint: Customer Acceptance</b>	<b>1.44 days</b>	<b>Fri 7/29/16</b>	<b>Mon 8/1/16</b>
2320	Customer walk through at facility	0.5 hrs	Fri 7/29/16	Fri 7/29/16
2321	Customer review of Quality Control documentation	0.5 hrs	Fri 7/29/16	Fri 7/29/16
2322	<b>Post Cut-over Activities</b>	<b>1.38 days</b>	<b>Fri 7/29/16</b>	<b>Mon 8/1/16</b>
2323	Final installation diagrams (datacom, electrical, and equipment diagrams)	1 hr	Fri 7/29/16	Fri 7/29/16
2324	Site Cutover Preparation Complete - Ready for Training	1 hr	Fri 7/29/16	Fri 7/29/16
2325	Distribute Implementation Customer Satisfaction Survey	1 hr	Fri 7/29/16	Fri 7/29/16

ID	Task Name	Duration	Start	Finish
2326	<b>Training</b>	<b>1 day</b>	<b>Mon 8/1/16</b>	<b>Mon 8/1/16</b>
2327	Onsite Customer ITS/WAP Instructor Led Training	1 day	Mon 8/1/16	Mon 8/1/16
2328	Complete and distribute Training Review forms	1 day	Mon 8/1/16	Mon 8/1/16
2329	<b>Customer Acceptance for NY DOC Correctional Facility</b>	<b>1 day</b>	<b>Mon 8/1/16</b>	<b>Mon 8/1/16</b>
2330	<b>WENDE CORRECTIONAL FACILITY</b>	<b>3.75 days</b>	<b>Wed 8/3/16</b>	<b>Tue 8/9/16</b>
2331	<b>Transport Test &amp; Turn-up Activities with Telecom Provider</b>	<b>1 day</b>	<b>Wed 8/3/16</b>	<b>Thu 8/4/16</b>
2332	Transport turned up with Telecom Provider	1 day	Wed 8/3/16	Thu 8/4/16
2333	Circuit connected to Securus equipment	1 day	Wed 8/3/16	Thu 8/4/16
2334	Installation Support confirmation that Securus equipment on-line	1 day	Wed 8/3/16	Thu 8/4/16
2335	<b>Cut-Over to Securus</b>	<b>2.31 days</b>	<b>Wed 8/3/16</b>	<b>Fri 8/5/16</b>
2336	Re-Verify all Features working properly	0.5 hrs	Wed 8/3/16	Wed 8/3/16
2337	Re-Verify phones work, port assignments/call groups set	0.5 hrs	Wed 8/3/16	Wed 8/3/16
2338	Post Cutover QA Checklist & Test Calls Completed	0.5 hrs	Wed 8/3/16	Wed 8/3/16
2339	Notify Facility ITS/WAP is prepared for cutover and functioning correctly	0.5 hrs	Wed 8/3/16	Wed 8/3/16
2340	Cut Sheet distributed to Securus Project Team	0.5 hrs	Wed 8/3/16	Wed 8/3/16
2341	Complete and certify integration with OMS & Commissary Vendor	1 day	Wed 8/3/16	Thu 8/4/16
2342	Cut-over activities by Dorm/Offender Housing Locations	2 days	Wed 8/3/16	Fri 8/5/16
2343	<b>Quality Control Checkpoint: Customer Acceptance</b>	<b>1.44 days</b>	<b>Fri 8/5/16</b>	<b>Tue 8/9/16</b>
2344	Customer walk through at facility	0.5 hrs	Fri 8/5/16	Fri 8/5/16
2345	Customer review of Quality Control documentation	0.5 hrs	Fri 8/5/16	Fri 8/5/16
2346	<b>Post Cut-over Activities</b>	<b>1.38 days</b>	<b>Mon 8/8/16</b>	<b>Tue 8/9/16</b>
2347	Final installation diagrams (datacom, electrical, and equipment diagrams)	1 hr	Mon 8/8/16	Mon 8/8/16
2348	Site Cutover Preparation Complete - Ready for Training	1 hr	Mon 8/8/16	Mon 8/8/16
2349	Distribute Implementation Customer Satisfaction Survey	1 hr	Mon 8/8/16	Mon 8/8/16
2350	<b>Training</b>	<b>1 day</b>	<b>Mon 8/8/16</b>	<b>Tue 8/9/16</b>
2351	Onsite Customer ITS/WAP Instructor Led Training	1 day	Mon 8/8/16	Tue 8/9/16
2352	Complete and distribute Training Review forms	1 day	Mon 8/8/16	Tue 8/9/16
2353	<b>Customer Acceptance for NY DOC Correctional Facility</b>	<b>1 day</b>	<b>Mon 8/8/16</b>	<b>Tue 8/9/16</b>
2354	<b>ATTICA CORRECTIONAL FACILITY</b>	<b>3.75 days</b>	<b>Wed 8/3/16</b>	<b>Tue 8/9/16</b>
2355	<b>Transport Test &amp; Turn-up Activities with Telecom Provider</b>	<b>1 day</b>	<b>Wed 8/3/16</b>	<b>Thu 8/4/16</b>
2356	Transport turned up with Telecom Provider	1 day	Wed 8/3/16	Thu 8/4/16
2357	Circuit connected to Securus equipment	1 day	Wed 8/3/16	Thu 8/4/16
2358	Installation Support confirmation that Securus equipment on-line	1 day	Wed 8/3/16	Thu 8/4/16
2359	<b>Cut-Over to Securus</b>	<b>2.31 days</b>	<b>Wed 8/3/16</b>	<b>Fri 8/5/16</b>
2360	Re-Verify all Features working properly	0.5 hrs	Wed 8/3/16	Wed 8/3/16
2361	Re-Verify phones work, port assignments/call groups set	0.5 hrs	Wed 8/3/16	Wed 8/3/16
2362	Post Cutover QA Checklist & Test Calls Completed	0.5 hrs	Wed 8/3/16	Wed 8/3/16



ID	Task Name	Duration	Start	Finish
2363	Notify Facility ITS/WAP is prepared for cutover and functioning correctly	0.5 hrs	Wed 8/3/16	Wed 8/3/16
2364	Cut Sheet distributed to Securus Project Team	0.5 hrs	Wed 8/3/16	Wed 8/3/16
2365	Complete and certify integration with OMS & Commissary Vendor	1 day	Wed 8/3/16	Thu 8/4/16
2366	Cut-over activities by Dorm/Offender Housing Locations	2 days	Wed 8/3/16	Fri 8/5/16
2367	<b>Quality Control Checkpoint: Customer Acceptance</b>	<b>1.44 days</b>	<b>Fri 8/5/16</b>	<b>Tue 8/9/16</b>
2368	Customer walk through at facility	0.5 hrs	Fri 8/5/16	Fri 8/5/16
2369	Customer review of Quality Control documentation	0.5 hrs	Fri 8/5/16	Fri 8/5/16
2370	<b>Post Cut-over Activities</b>	<b>1.38 days</b>	<b>Mon 8/8/16</b>	<b>Tue 8/9/16</b>
2371	Final installation diagrams (datacom, electrical, and equipment diagrams)	1 hr	Mon 8/8/16	Mon 8/8/16
2372	Site Cutover Preparation Complete - Ready for Training	1 hr	Mon 8/8/16	Mon 8/8/16
2373	Distribute Implementation Customer Satisfaction Survey	1 hr	Mon 8/8/16	Mon 8/8/16
2374	<b>Training</b>	<b>1 day</b>	<b>Mon 8/8/16</b>	<b>Tue 8/9/16</b>
2375	Onsite Customer ITS/WAP Instructor Led Training	1 day	Mon 8/8/16	Tue 8/9/16
2376	Complete and distribute Training Review forms	1 day	Mon 8/8/16	Tue 8/9/16
2377	<b>Customer Acceptance for NY DOC Correctional Facility</b>	<b>1 day</b>	<b>Mon 8/8/16</b>	<b>Tue 8/9/16</b>
2378	<b>WYOMING CORRECTIONAL FACILITY</b>	<b>3.75 days</b>	<b>Wed 8/3/16</b>	<b>Tue 8/9/16</b>
2379	<b>Transport Test &amp; Turn-up Activities with Telecom Provider</b>	<b>1 day</b>	<b>Wed 8/3/16</b>	<b>Thu 8/4/16</b>
2380	Transport turned up with Telecom Provider	1 day	Wed 8/3/16	Thu 8/4/16
2381	Circuit connected to Securus equipment	1 day	Wed 8/3/16	Thu 8/4/16
2382	Installation Support confirmation that Securus equipment on-line	1 day	Wed 8/3/16	Thu 8/4/16
2383	<b>Cut-Over to Securus</b>	<b>2.31 days</b>	<b>Wed 8/3/16</b>	<b>Fri 8/5/16</b>
2384	Re-Verify all Features working properly	0.5 hrs	Wed 8/3/16	Wed 8/3/16
2385	Re-Verify phones work, port assignments/call groups set	0.5 hrs	Wed 8/3/16	Wed 8/3/16
2386	Post Cutover QA Checklist & Test Calls Completed	0.5 hrs	Wed 8/3/16	Wed 8/3/16
2387	Notify Facility ITS/WAP is prepared for cutover and functioning correctly	0.5 hrs	Wed 8/3/16	Wed 8/3/16
2388	Cut Sheet distributed to Securus Project Team	0.5 hrs	Wed 8/3/16	Wed 8/3/16
2389	Complete and certify integration with OMS & Commissary Vendor	1 day	Wed 8/3/16	Thu 8/4/16
2390	Cut-over activities by Dorm/Offender Housing Locations	2 days	Wed 8/3/16	Fri 8/5/16
2391	<b>Quality Control Checkpoint: Customer Acceptance</b>	<b>1.44 days</b>	<b>Fri 8/5/16</b>	<b>Tue 8/9/16</b>
2392	Customer walk through at facility	0.5 hrs	Fri 8/5/16	Fri 8/5/16
2393	Customer review of Quality Control documentation	0.5 hrs	Fri 8/5/16	Fri 8/5/16
2394	<b>Post Cut-over Activities</b>	<b>1.38 days</b>	<b>Mon 8/8/16</b>	<b>Tue 8/9/16</b>
2395	Final installation diagrams (datacom, electrical, and equipment diagrams)	1 hr	Mon 8/8/16	Mon 8/8/16
2396	Site Cutover Preparation Complete - Ready for Training	1 hr	Mon 8/8/16	Mon 8/8/16
2397	Distribute Implementation Customer Satisfaction Survey	1 hr	Mon 8/8/16	Mon 8/8/16
2398	<b>Training</b>	<b>1 day</b>	<b>Mon 8/8/16</b>	<b>Tue 8/9/16</b>
2399	Onsite Customer ITS/WAP Instructor Led Training	1 day	Mon 8/8/16	Tue 8/9/16

ID	Task Name	Duration	Start	Finish
2400	Complete and distribute Training Review forms	1 day	Mon 8/8/16	Tue 8/9/16
2401	<b>Customer Acceptance for NY DOC Correctional Facility</b>	1 day	Mon 8/8/16	Tue 8/9/16
2402	<b>ORLEAN'S CORRECTIONAL FACILITY</b>	3.75 days	Thu 8/11/16	Tue 8/16/16
2403	<b>Transport Test &amp; Turn-up Activities with Telecom Provider</b>	1 day	Thu 8/11/16	Thu 8/11/16
2404	Transport turned up with Telecom Provider	1 day	Thu 8/11/16	Thu 8/11/16
2405	Circuit connected to Securus equipment	1 day	Thu 8/11/16	Thu 8/11/16
2406	Installation Support confirmation that Securus equipment on-line	1 day	Thu 8/11/16	Thu 8/11/16
2407	<b>Cut-Over to Securus</b>	2.31 days	Thu 8/11/16	Mon 8/15/16
2408	Re-Verify all Features working properly	0.5 hrs	Thu 8/11/16	Thu 8/11/16
2409	Re-Verify phones work, port assignments/call groups set	0.5 hrs	Thu 8/11/16	Thu 8/11/16
2410	Post Cutover QA Checklist & Test Calls Completed	0.5 hrs	Thu 8/11/16	Thu 8/11/16
2411	Notify Facility ITS/WAP is prepared for cutover and functioning correctly	0.5 hrs	Thu 8/11/16	Thu 8/11/16
2412	Cut Sheet distributed to Securus Project Team	0.5 hrs	Thu 8/11/16	Thu 8/11/16
2413	Complete and certify integration with OMS & Commissary Vendor	1 day	Thu 8/11/16	Fri 8/12/16
2414	Cut-over activities by Dorm/Offender Housing Locations	2 days	Thu 8/11/16	Mon 8/15/16
2415	<b>Quality Control Checkpoint: Customer Acceptance</b>	1.44 days	Mon 8/15/16	Tue 8/16/16
2416	Customer walk through at facility	0.5 hrs	Mon 8/15/16	Mon 8/15/16
2417	Customer review of Quality Control documentation	0.5 hrs	Mon 8/15/16	Mon 8/15/16
2418	<b>Post Cut-over Activities</b>	1.38 days	Mon 8/15/16	Tue 8/16/16
2419	Final installation diagrams (datacom, electrical, and equipment diagrams)	1 hr	Mon 8/15/16	Mon 8/15/16
2420	Site Cutover Preparation Complete - Ready for Training	1 hr	Mon 8/15/16	Mon 8/15/16
2421	Distribute Implementation Customer Satisfaction Survey	1 hr	Mon 8/15/16	Mon 8/15/16
2422	<b>Training</b>	1 day	Mon 8/15/16	Tue 8/16/16
2423	Onsite Customer ITS/WAP Instructor Led Training	1 day	Mon 8/15/16	Tue 8/16/16
2424	Complete and distribute Training Review forms	1 day	Mon 8/15/16	Tue 8/16/16
2425	<b>Customer Acceptance for NY DOC Correctional Facility</b>	1 day	Mon 8/15/16	Tue 8/16/16
2426	<b>ALBION CORRECTIONAL FACILITY</b>	3.75 days	Thu 8/11/16	Tue 8/16/16
2427	<b>Transport Test &amp; Turn-up Activities with Telecom Provider</b>	1 day	Thu 8/11/16	Thu 8/11/16
2428	Transport turned up with Telecom Provider	1 day	Thu 8/11/16	Thu 8/11/16
2429	Circuit connected to Securus equipment	1 day	Thu 8/11/16	Thu 8/11/16
2430	Installation Support confirmation that Securus equipment on-line	1 day	Thu 8/11/16	Thu 8/11/16
2431	<b>Cut-Over to Securus</b>	2.31 days	Thu 8/11/16	Mon 8/15/16
2432	Re-Verify all Features working properly	0.5 hrs	Thu 8/11/16	Thu 8/11/16
2433	Re-Verify phones work, port assignments/call groups set	0.5 hrs	Thu 8/11/16	Thu 8/11/16
2434	Post Cutover QA Checklist & Test Calls Completed	0.5 hrs	Thu 8/11/16	Thu 8/11/16
2435	Notify Facility ITS/WAP is prepared for cutover and functioning correctly	0.5 hrs	Thu 8/11/16	Thu 8/11/16
2436	Cut Sheet distributed to Securus Project Team	0.5 hrs	Thu 8/11/16	Thu 8/11/16



ID	Task Name	Duration	Start	Finish
2437	Complete and certify integration with OMS & Commissary Vendor	1 day	Thu 8/11/16	Fri 8/12/16
2438	Cut-over activities by Dorm/Offender Housing Locations	2 days	Thu 8/11/16	Mon 8/15/16
2439	<b>Quality Control Checkpoint: Customer Acceptance</b>	<b>1.44 days</b>	<b>Mon 8/15/16</b>	<b>Tue 8/16/16</b>
2440	Customer walk through at facility	0.5 hrs	Mon 8/15/16	Mon 8/15/16
2441	Customer review of Quality Control documentation	0.5 hrs	Mon 8/15/16	Mon 8/15/16
2442	<b>Post Cut-over Activities</b>	<b>1.38 days</b>	<b>Mon 8/15/16</b>	<b>Tue 8/16/16</b>
2443	Final installation diagrams (datacom, electrical, and equipment diagrams)	1 hr	Mon 8/15/16	Mon 8/15/16
2444	Site Cutover Preparation Complete - Ready for Training	1 hr	Mon 8/15/16	Mon 8/15/16
2445	Distribute Implementation Customer Satisfaction Survey	1 hr	Mon 8/15/16	Mon 8/15/16
2446	<b>Training</b>	<b>1 day</b>	<b>Mon 8/15/16</b>	<b>Tue 8/16/16</b>
2447	Onsite Customer ITS/WAP Instructor Led Training	1 day	Mon 8/15/16	Tue 8/16/16
2448	Complete and distribute Training Review forms	1 day	Mon 8/15/16	Tue 8/16/16
2449	<b>Customer Acceptance for NY DOC Correctional Facility</b>	<b>1 day</b>	<b>Mon 8/15/16</b>	<b>Tue 8/16/16</b>
2450	<b>ROCHESTER CORRECTIONAL FACILITY</b>	<b>3.75 days</b>	<b>Thu 8/11/16</b>	<b>Tue 8/16/16</b>
2451	<b>Transport Test &amp; Turn-up Activities with Telecom Provider</b>	<b>1 day</b>	<b>Thu 8/11/16</b>	<b>Thu 8/11/16</b>
2452	Transport turned up with Telecom Provider	1 day	Thu 8/11/16	Thu 8/11/16
2453	Circuit connected to Securus equipment	1 day	Thu 8/11/16	Thu 8/11/16
2454	Installation Support confirmation that Securus equipment on-line	1 day	Thu 8/11/16	Thu 8/11/16
2455	<b>Cut-Over to Securus</b>	<b>2.31 days</b>	<b>Thu 8/11/16</b>	<b>Mon 8/15/16</b>
2456	Re-Verify all Features working properly	0.5 hrs	Thu 8/11/16	Thu 8/11/16
2457	Re-Verify phones work, port assignments/call groups set	0.5 hrs	Thu 8/11/16	Thu 8/11/16
2458	Post Cutover QA Checklist & Test Calls Completed	0.5 hrs	Thu 8/11/16	Thu 8/11/16
2459	Notify Facility ITS/WAP is prepared for cutover and functioning correctly	0.5 hrs	Thu 8/11/16	Thu 8/11/16
2460	Cut Sheet distributed to Securus Project Team	0.5 hrs	Thu 8/11/16	Thu 8/11/16
2461	Complete and certify integration with OMS & Commissary Vendor	1 day	Thu 8/11/16	Fri 8/12/16
2462	Cut-over activities by Dorm/Offender Housing Locations	2 days	Thu 8/11/16	Mon 8/15/16
2463	<b>Quality Control Checkpoint: Customer Acceptance</b>	<b>1.44 days</b>	<b>Mon 8/15/16</b>	<b>Tue 8/16/16</b>
2464	Customer walk through at facility	0.5 hrs	Mon 8/15/16	Mon 8/15/16
2465	Customer review of Quality Control documentation	0.5 hrs	Mon 8/15/16	Mon 8/15/16
2466	<b>Post Cut-over Activities</b>	<b>1.38 days</b>	<b>Mon 8/15/16</b>	<b>Tue 8/16/16</b>
2467	Final installation diagrams (datacom, electrical, and equipment diagrams)	1 hr	Mon 8/15/16	Mon 8/15/16
2468	Site Cutover Preparation Complete - Ready for Training	1 hr	Mon 8/15/16	Mon 8/15/16
2469	Distribute Implementation Customer Satisfaction Survey	1 hr	Mon 8/15/16	Mon 8/15/16
2470	<b>Training</b>	<b>1 day</b>	<b>Mon 8/15/16</b>	<b>Tue 8/16/16</b>
2471	Onsite Customer ITS/WAP Instructor Led Training	1 day	Mon 8/15/16	Tue 8/16/16
2472	Complete and distribute Training Review forms	1 day	Mon 8/15/16	Tue 8/16/16
2473	<b>Customer Acceptance for NY DOC Correctional Facility</b>	<b>1 day</b>	<b>Mon 8/15/16</b>	<b>Tue 8/16/16</b>



ID	Task Name	Duration	Start	Finish
2474	<b>LIVINGSTON CORRECTIONAL FACILITY</b>	<b>3.75 days</b>	<b>Thu 8/18/16</b>	<b>Wed 8/24/16</b>
2475	<b>Transport Test &amp; Turn-up Activities with Telecom Provider</b>	<b>1 day</b>	<b>Thu 8/18/16</b>	<b>Fri 8/19/16</b>
2476	Transport turned up with Telecom Provider	1 day	Thu 8/18/16	Fri 8/19/16
2477	Circuit connected to Securus equipment	1 day	Thu 8/18/16	Fri 8/19/16
2478	Installation Support confirmation that Securus equipment on-line	1 day	Thu 8/18/16	Fri 8/19/16
2479	<b>Cut-Over to Securus</b>	<b>2.31 days</b>	<b>Thu 8/18/16</b>	<b>Mon 8/22/16</b>
2480	Re-Verify all Features working properly	0.5 hrs	Thu 8/18/16	Thu 8/18/16
2481	Re-Verify phones work, port assignments/call groups set	0.5 hrs	Thu 8/18/16	Thu 8/18/16
2482	Post Cutover QA Checklist & Test Calls Completed	0.5 hrs	Thu 8/18/16	Thu 8/18/16
2483	Notify Facility ITS/WAP is prepared for cutover and functioning correctly	0.5 hrs	Thu 8/18/16	Thu 8/18/16
2484	Cut Sheet distributed to Securus Project Team	0.5 hrs	Thu 8/18/16	Thu 8/18/16
2485	Complete and certify integration with OMS & Commissary Vendor	1 day	Thu 8/18/16	Fri 8/19/16
2486	Cut-over activities by Dorm/Offender Housing Locations	2 days	Thu 8/18/16	Mon 8/22/16
2487	<b>Quality Control Checkpoint: Customer Acceptance</b>	<b>1.44 days</b>	<b>Mon 8/22/16</b>	<b>Wed 8/24/16</b>
2488	Customer walk through at facility	0.5 hrs	Mon 8/22/16	Mon 8/22/16
2489	Customer review of Quality Control documentation	0.5 hrs	Mon 8/22/16	Mon 8/22/16
2490	<b>Post Cut-over Activities</b>	<b>1.38 days</b>	<b>Mon 8/22/16</b>	<b>Wed 8/24/16</b>
2491	Final installation diagrams (datacom, electrical, and equipment diagrams)	1 hr	Mon 8/22/16	Mon 8/22/16
2492	Site Cutover Preparation Complete - Ready for Training	1 hr	Mon 8/22/16	Mon 8/22/16
2493	Distribute Implementation Customer Satisfaction Survey	1 hr	Tue 8/23/16	Tue 8/23/16
2494	<b>Training</b>	<b>1 day</b>	<b>Tue 8/23/16</b>	<b>Wed 8/24/16</b>
2495	Onsite Customer ITS/WAP Instructor Led Training	1 day	Tue 8/23/16	Wed 8/24/16
2496	Complete and distribute Training Review forms	1 day	Tue 8/23/16	Wed 8/24/16
2497	<b>Customer Acceptance for NY DOC Correctional Facility</b>	<b>1 day</b>	<b>Tue 8/23/16</b>	<b>Wed 8/24/16</b>
2498	<b>GROVELAND CORRECTIONAL FACILITY</b>	<b>3.75 days</b>	<b>Thu 8/18/16</b>	<b>Wed 8/24/16</b>
2499	<b>Transport Test &amp; Turn-up Activities with Telecom Provider</b>	<b>1 day</b>	<b>Thu 8/18/16</b>	<b>Fri 8/19/16</b>
2500	Transport turned up with Telecom Provider	1 day	Thu 8/18/16	Fri 8/19/16
2501	Circuit connected to Securus equipment	1 day	Thu 8/18/16	Fri 8/19/16
2502	Installation Support confirmation that Securus equipment on-line	1 day	Thu 8/18/16	Fri 8/19/16
2503	<b>Cut-Over to Securus</b>	<b>2.31 days</b>	<b>Thu 8/18/16</b>	<b>Mon 8/22/16</b>
2504	Re-Verify all Features working properly	0.5 hrs	Thu 8/18/16	Thu 8/18/16
2505	Re-Verify phones work, port assignments/call groups set	0.5 hrs	Thu 8/18/16	Thu 8/18/16
2506	Post Cutover QA Checklist & Test Calls Completed	0.5 hrs	Thu 8/18/16	Thu 8/18/16
2507	Notify Facility ITS/WAP is prepared for cutover and functioning correctly	0.5 hrs	Thu 8/18/16	Thu 8/18/16
2508	Cut Sheet distributed to Securus Project Team	0.5 hrs	Thu 8/18/16	Thu 8/18/16
2509	Complete and certify integration with OMS & Commissary Vendor	1 day	Thu 8/18/16	Fri 8/19/16
2510	Cut-over activities by Dorm/Offender Housing Locations	2 days	Thu 8/18/16	Mon 8/22/16



ID	Task Name	Duration	Start	Finish
2511	<b>Quality Control Checkpoint: Customer Acceptance</b>	<b>1.44 days</b>	<b>Mon 8/22/16</b>	<b>Wed 8/24/16</b>
2512	Customer walk through at facility	0.5 hrs	Mon 8/22/16	Mon 8/22/16
2513	Customer review of Quality Control documentation	0.5 hrs	Mon 8/22/16	Mon 8/22/16
2514	<b>Post Cut-over Activities</b>	<b>1.38 days</b>	<b>Mon 8/22/16</b>	<b>Wed 8/24/16</b>
2515	Final installation diagrams (datacom, electrical, and equipment diagrams)	1 hr	Mon 8/22/16	Mon 8/22/16
2516	Site Cutover Preparation Complete - Ready for Training	1 hr	Mon 8/22/16	Mon 8/22/16
2517	Distribute Implementation Customer Satisfaction Survey	1 hr	Tue 8/23/16	Tue 8/23/16
2518	<b>Training</b>	<b>1 day</b>	<b>Tue 8/23/16</b>	<b>Wed 8/24/16</b>
2519	Onsite Customer ITS/WAP Instructor Led Training	1 day	Tue 8/23/16	Wed 8/24/16
2520	Complete and distribute Training Review forms	1 day	Tue 8/23/16	Wed 8/24/16
2521	<b>Customer Acceptance for NY DOC Correctional Facility</b>	<b>1 day</b>	<b>Tue 8/23/16</b>	<b>Wed 8/24/16</b>
2522	<b>FIVE POINTS CORRECTIONAL FACILITY</b>	<b>3.75 days</b>	<b>Tue 8/23/16</b>	<b>Wed 8/24/16</b>
2523	<b>Transport Test &amp; Turn-up Activities with Telecom Provider</b>	<b>1 day</b>	<b>Thu 8/18/16</b>	<b>Wed 8/24/16</b>
2524	Transport turned up with Telecom Provider	1 day	Thu 8/18/16	Fri 8/19/16
2525	Circuit connected to Securus equipment	1 day	Thu 8/18/16	Fri 8/19/16
2526	Installation Support confirmation that Securus equipment on-line	1 day	Thu 8/18/16	Fri 8/19/16
2527	<b>Cut-Over to Securus</b>	<b>2.31 days</b>	<b>Thu 8/18/16</b>	<b>Mon 8/22/16</b>
2528	Re-Verify all Features working properly	0.5 hrs	Thu 8/18/16	Thu 8/18/16
2529	Re-Verify phones work, port assignments/call groups set	0.5 hrs	Thu 8/18/16	Thu 8/18/16
2530	Post Cutover QA Checklist & Test Calls Completed	0.5 hrs	Thu 8/18/16	Thu 8/18/16
2531	Notify Facility ITS/WAP is prepared for cutover and functioning correctly	0.5 hrs	Thu 8/18/16	Thu 8/18/16
2532	Cut Sheet distributed to Securus Project Team	0.5 hrs	Thu 8/18/16	Thu 8/18/16
2533	Complete and certify integration with OMS & Commissary Vendor	1 day	Thu 8/18/16	Fri 8/19/16
2534	Cut-over activities by Dorm/Offender Housing Locations	2 days	Thu 8/18/16	Mon 8/22/16
2535	<b>Quality Control Checkpoint: Customer Acceptance</b>	<b>1.44 days</b>	<b>Mon 8/22/16</b>	<b>Wed 8/24/16</b>
2536	Customer walk through at facility	0.5 hrs	Mon 8/22/16	Mon 8/22/16
2537	Customer review of Quality Control documentation	0.5 hrs	Mon 8/22/16	Mon 8/22/16
2538	<b>Post Cut-over Activities</b>	<b>1.38 days</b>	<b>Mon 8/22/16</b>	<b>Wed 8/24/16</b>
2539	Final installation diagrams (datacom, electrical, and equipment diagrams)	1 hr	Mon 8/22/16	Mon 8/22/16
2540	Site Cutover Preparation Complete - Ready for Training	1 hr	Mon 8/22/16	Mon 8/22/16
2541	Distribute Implementation Customer Satisfaction Survey	1 hr	Tue 8/23/16	Tue 8/23/16
2542	<b>Training</b>	<b>1 day</b>	<b>Tue 8/23/16</b>	<b>Wed 8/24/16</b>
2543	Onsite Customer ITS/WAP Instructor Led Training	1 day	Tue 8/23/16	Wed 8/24/16
2544	Complete and distribute Training Review forms	1 day	Tue 8/23/16	Wed 8/24/16
2545	<b>Customer Acceptance for NY DOC Correctional Facility</b>	<b>1 day</b>	<b>Tue 8/23/16</b>	<b>Wed 8/24/16</b>
2546	<b>WILLARD DRUG TREATMENT CAMPUS</b>	<b>3.75 days</b>	<b>Thu 8/25/16</b>	<b>Wed 8/31/16</b>
2547	<b>Transport Test &amp; Turn-up Activities with Telecom Provider</b>	<b>1 day</b>	<b>Thu 8/25/16</b>	<b>Fri 8/26/16</b>



ID	Task Name	Duration	Start	Finish
2548	Transport turned up with Telecom Provider	1 day	Thu 8/25/16	Fri 8/26/16
2549	Circuit connected to Securus equipment	1 day	Thu 8/25/16	Fri 8/26/16
2550	Installation Support confirmation that Securus equipment on-line	1 day	Thu 8/25/16	Fri 8/26/16
2551	<b>Cut-Over to Securus</b>	<b>2.31 days</b>	<b>Thu 8/25/16</b>	<b>Tue 8/30/16</b>
2552	Re-Verify all Features working properly	0.5 hrs	Thu 8/25/16	Thu 8/25/16
2553	Re-Verify phones work, port assignments/call groups set	0.5 hrs	Thu 8/25/16	Thu 8/25/16
2554	Post Cutover QA Checklist & Test Calls Completed	0.5 hrs	Thu 8/25/16	Thu 8/25/16
2555	Notify Facility ITS/WAP is prepared for cutover and functioning correctly	0.5 hrs	Thu 8/25/16	Thu 8/25/16
2556	Cut Sheet distributed to Securus Project Team	0.5 hrs	Fri 8/26/16	Fri 8/26/16
2557	Complete and certify integration with OMS & Commissary Vendor	1 day	Fri 8/26/16	Mon 8/29/16
2558	Cut-over activities by Dorm/Offender Housing Locations	2 days	Fri 8/26/16	Tue 8/30/16
2559	<b>Quality Control Checkpoint: Customer Acceptance</b>	<b>1.44 days</b>	<b>Tue 8/30/16</b>	<b>Wed 8/31/16</b>
2560	Customer walk through at facility	0.5 hrs	Tue 8/30/16	Tue 8/30/16
2561	Customer review of Quality Control documentation	0.5 hrs	Tue 8/30/16	Tue 8/30/16
2562	<b>Post Cut-over Activities</b>	<b>1.38 days</b>	<b>Tue 8/30/16</b>	<b>Wed 8/31/16</b>
2563	Final installation diagrams (datacom, electrical, and equipment diagrams)	1 hr	Tue 8/30/16	Tue 8/30/16
2564	Site Cutover Preparation Complete - Ready for Training	1 hr	Tue 8/30/16	Tue 8/30/16
2565	Distribute Implementation Customer Satisfaction Survey	1 hr	Tue 8/30/16	Tue 8/30/16
2566	<b>Training</b>	<b>1 day</b>	<b>Tue 8/30/16</b>	<b>Wed 8/31/16</b>
2567	Onsite Customer ITS/WAP Instructor Led Training	1 day	Tue 8/30/16	Wed 8/31/16
2568	Complete and distribute Training Review forms	1 day	Tue 8/30/16	Wed 8/31/16
2569	<b>Customer Acceptance for NY DOC Correctional Facility</b>	<b>1 day</b>	<b>Tue 8/30/16</b>	<b>Wed 8/31/16</b>
2570	<b>MONTEREY SHOCK INCARCERATION CORRECTIONAL FACILITY</b>	<b>3.75 days</b>	<b>Thu 8/25/16</b>	<b>Wed 8/31/16</b>
2571	<b>Transport Test &amp; Turn-up Activities with Telecom Provider</b>	<b>1 day</b>	<b>Thu 8/25/16</b>	<b>Fri 8/26/16</b>
2572	Transport turned up with Telecom Provider	1 day	Thu 8/25/16	Fri 8/26/16
2573	Circuit connected to Securus equipment	1 day	Thu 8/25/16	Fri 8/26/16
2574	Installation Support confirmation that Securus equipment on-line	1 day	Thu 8/25/16	Fri 8/26/16
2575	<b>Cut-Over to Securus</b>	<b>2.31 days</b>	<b>Thu 8/25/16</b>	<b>Tue 8/30/16</b>
2576	Re-Verify all Features working properly	0.5 hrs	Thu 8/25/16	Thu 8/25/16
2577	Re-Verify phones work, port assignments/call groups set	0.5 hrs	Thu 8/25/16	Thu 8/25/16
2578	Post Cutover QA Checklist & Test Calls Completed	0.5 hrs	Thu 8/25/16	Thu 8/25/16
2579	Notify Facility ITS/WAP is prepared for cutover and functioning correctly	0.5 hrs	Thu 8/25/16	Thu 8/25/16
2580	Cut Sheet distributed to Securus Project Team	0.5 hrs	Fri 8/26/16	Fri 8/26/16
2581	Complete and certify integration with OMS & Commissary Vendor	1 day	Fri 8/26/16	Mon 8/29/16
2582	Cut-over activities by Dorm/Offender Housing Locations	2 days	Fri 8/26/16	Tue 8/30/16
2583	<b>Quality Control Checkpoint: Customer Acceptance</b>	<b>1.44 days</b>	<b>Tue 8/30/16</b>	<b>Wed 8/31/16</b>
2584	Customer walk through at facility	0.5 hrs	Tue 8/30/16	Tue 8/30/16



ID	Task Name	Duration	Start	Finish
2585	Customer review of Quality Control documentation	0.5 hrs	Tue 8/30/16	Tue 8/30/16
2586	<b>Post Cut-over Activities</b>	<b>1.38 days</b>	<b>Tue 8/30/16</b>	<b>Wed 8/31/16</b>
2587	Final installation diagrams (datacom, electrical, and equipment diagrams)	1 hr	Tue 8/30/16	Tue 8/30/16
2588	Site Cutover Preparation Complete - Ready for Training	1 hr	Tue 8/30/16	Tue 8/30/16
2589	Distribute Implementation Customer Satisfaction Survey	1 hr	Tue 8/30/16	Tue 8/30/16
2590	<b>Training</b>	<b>1 day</b>	<b>Tue 8/30/16</b>	<b>Wed 8/31/16</b>
2591	Onsite Customer ITS/WAP Instructor Led Training	1 day	Tue 8/30/16	Wed 8/31/16
2592	Complete and distribute Training Review forms	1 day	Tue 8/30/16	Wed 8/31/16
2593	<b>CUSTOMER ACCEPTANCE for NY DOC Correctional Facility</b>	<b>1 day</b>	<b>Tue 8/30/16</b>	<b>Wed 8/31/16</b>
2594	<b>SOUTHPORT CORRECTIONAL FACILITY</b>	<b>3.75 days</b>	<b>Thu 8/25/16</b>	<b>Wed 8/31/16</b>
2595	<b>Transport Test &amp; Turn-up Activities with Telecom Provider</b>	<b>1 day</b>	<b>Thu 8/25/16</b>	<b>Fri 8/26/16</b>
2596	Transport turned up with Telecom Provider	1 day	Thu 8/25/16	Fri 8/26/16
2597	Circuit connected to Securus equipment	1 day	Thu 8/25/16	Fri 8/26/16
2598	Installation Support confirmation that Securus equipment on-line	1 day	Thu 8/25/16	Fri 8/26/16
2599	<b>Cut-Over to Securus</b>	<b>2.31 days</b>	<b>Thu 8/25/16</b>	<b>Tue 8/30/16</b>
2600	Re-Verify all Features working properly	0.5 hrs	Thu 8/25/16	Thu 8/25/16
2601	Re-Verify phones work, port assignments/call groups set	0.5 hrs	Thu 8/25/16	Thu 8/25/16
2602	Post Cutover QA Checklist & Test Calls Completed	0.5 hrs	Thu 8/25/16	Thu 8/25/16
2603	Notify Facility ITS/WAP is prepared for cutover and functioning correctly	0.5 hrs	Thu 8/25/16	Thu 8/25/16
2604	Cut Sheet distributed to Securus Project Team	0.5 hrs	Fri 8/26/16	Fri 8/26/16
2605	Complete and certify integration with OMS & Commissary Vendor	1 day	Fri 8/26/16	Mon 8/29/16
2606	Cut-over activities by Dorm/Offender Housing Locations	2 days	Fri 8/26/16	Tue 8/30/16
2607	<b>Quality Control Checkpoint: Customer Acceptance</b>	<b>1.44 days</b>	<b>Tue 8/30/16</b>	<b>Wed 8/31/16</b>
2608	Customer walk through at facility	0.5 hrs	Tue 8/30/16	Tue 8/30/16
2609	Customer review of Quality Control documentation	0.5 hrs	Tue 8/30/16	Tue 8/30/16
2610	<b>Post Cut-over Activities</b>	<b>1.38 days</b>	<b>Tue 8/30/16</b>	<b>Wed 8/31/16</b>
2611	Final installation diagrams (datacom, electrical, and equipment diagrams)	1 hr	Tue 8/30/16	Tue 8/30/16
2612	Site Cutover Preparation Complete - Ready for Training	1 hr	Tue 8/30/16	Tue 8/30/16
2613	Distribute Implementation Customer Satisfaction Survey	1 hr	Tue 8/30/16	Tue 8/30/16
2614	<b>Training</b>	<b>1 day</b>	<b>Tue 8/30/16</b>	<b>Wed 8/31/16</b>
2615	Onsite Customer ITS/WAP Instructor Led Training	1 day	Tue 8/30/16	Wed 8/31/16
2616	Complete and distribute Training Review forms	1 day	Tue 8/30/16	Wed 8/31/16
2617	<b>CUSTOMER ACCEPTANCE for NY DOC Correctional Facility</b>	<b>1 day</b>	<b>Tue 8/30/16</b>	<b>Wed 8/31/16</b>
2618	<b>ELMIRA CORRECTIONAL FACILITY AND RECEPTION CENTER</b>	<b>3.75 days</b>	<b>Thu 8/25/16</b>	<b>Wed 8/31/16</b>
2619	<b>Transport Test &amp; Turn-up Activities with Telecom Provider</b>	<b>1 day</b>	<b>Thu 8/25/16</b>	<b>Fri 8/26/16</b>
2620	Transport turned up with Telecom Provider	1 day	Thu 8/25/16	Fri 8/26/16
2621	Circuit connected to Securus equipment	1 day	Thu 8/25/16	Fri 8/26/16



ID	Task Name	Duration	Start	Finish
2622	Installation Support confirmation that Securus equipment on-line	1 day	Thu 8/25/16	Fri 8/26/16
2623	<b>Cut-Over to Securus</b>	<b>2.31 days</b>	<b>Thu 8/25/16</b>	<b>Tue 8/30/16</b>
2624	Re-Verify all Features working properly	0.5 hrs	Thu 8/25/16	Thu 8/25/16
2625	Re-Verify phones work, port assignments/call groups set	0.5 hrs	Thu 8/25/16	Thu 8/25/16
2626	Post Cutover QA Checklist & Test Calls Completed	0.5 hrs	Thu 8/25/16	Thu 8/25/16
2627	Notify Facility ITS/WAP is prepared for cutover and functioning correctly	0.5 hrs	Thu 8/25/16	Thu 8/25/16
2628	Cut Sheet distributed to Securus Project Team	0.5 hrs	Fri 8/26/16	Fri 8/26/16
2629	Complete and certify integration with OMS & Commissary Vendor	1 day	Fri 8/26/16	Mon 8/29/16
2630	Cut-over activities by Dorm/Offender Housing Locations	2 days	Fri 8/26/16	Tue 8/30/16
2631	<b>Quality Control Checkpoint: Customer Acceptance</b>	<b>1.44 days</b>	<b>Tue 8/30/16</b>	<b>Wed 8/31/16</b>
2632	Customer walk through at facility	0.5 hrs	Tue 8/30/16	Tue 8/30/16
2633	Customer review of Quality Control documentation	0.5 hrs	Tue 8/30/16	Tue 8/30/16
2634	<b>Post Cut-over Activities</b>	<b>1.38 days</b>	<b>Tue 8/30/16</b>	<b>Wed 8/31/16</b>
2635	Final installation diagrams (datacom, electrical, and equipment diagrams)	1 hr	Tue 8/30/16	Tue 8/30/16
2636	Site Cutover Preparation Complete - Ready for Training	1 hr	Tue 8/30/16	Tue 8/30/16
2637	Distribute Implementation Customer Satisfaction Survey	1 hr	Tue 8/30/16	Tue 8/30/16
2638	<b>Training</b>	<b>1 day</b>	<b>Tue 8/30/16</b>	<b>Wed 8/31/16</b>
2639	Onsite Customer ITS/WAP Instructor Led Training	1 day	Tue 8/30/16	Wed 8/31/16
2640	Complete and distribute Training Review forms	1 day	Tue 8/30/16	Wed 8/31/16
2641	<b>Customer Acceptance for NY DOC Correctional Facility</b>	<b>1 day</b>	<b>Tue 8/30/16</b>	<b>Wed 8/31/16</b>
2642	<b>Installation Region 4 Facilities</b>	<b>25.25 days</b>	<b>Wed 7/27/16</b>	<b>Wed 8/31/16</b>
2643	<b>SHAWANGUNK CORRECTIONAL FACILITY</b>	<b>3.75 days</b>	<b>Wed 7/27/16</b>	<b>Mon 8/1/16</b>
2644	<b>Transport Test &amp; Turn-up Activities with Telecom Provider</b>	<b>1 day</b>	<b>Wed 7/27/16</b>	<b>Thu 7/28/16</b>
2645	Transport turned up with Telecom Provider	1 day	Wed 7/27/16	Thu 7/28/16
2646	Circuit connected to Securus equipment	1 day	Wed 7/27/16	Thu 7/28/16
2647	Installation Support confirmation that Securus equipment on-line	1 day	Wed 7/27/16	Thu 7/28/16
2648	<b>Cut-Over to Securus</b>	<b>2.31 days</b>	<b>Wed 7/27/16</b>	<b>Fri 7/29/16</b>
2649	Re-Verify all Features working properly	0.5 hrs	Wed 7/27/16	Wed 7/27/16
2650	Re-Verify phones work, port assignments/call groups set	0.5 hrs	Wed 7/27/16	Wed 7/27/16
2651	Post Cutover QA Checklist & Test Calls Completed	0.5 hrs	Wed 7/27/16	Wed 7/27/16
2652	Notify Facility ITS/WAP is prepared for cutover and functioning correctly	0.5 hrs	Wed 7/27/16	Wed 7/27/16
2653	Cut Sheet distributed to Securus Project Team	0.5 hrs	Wed 7/27/16	Wed 7/27/16
2654	Complete and certify integration with OMS & Commissary Vendor	1 day	Wed 7/27/16	Thu 7/28/16
2655	Cut-over activities by Dorm/Offender Housing Locations	2 days	Wed 7/27/16	Fri 7/29/16
2656	<b>Quality Control Checkpoint: Customer Acceptance</b>	<b>1.44 days</b>	<b>Fri 7/29/16</b>	<b>Mon 8/1/16</b>
2657	Customer walk through at facility	0.5 hrs	Fri 7/29/16	Fri 7/29/16
2658	Customer review of Quality Control documentation	0.5 hrs	Fri 7/29/16	Fri 7/29/16



ID	Task Name	Duration	Start	Finish
2659	<b>Post Cut-over Activities</b>	<b>1.38 days</b>	<b>Fri 7/29/16</b>	<b>Mon 8/1/16</b>
2660	Final installation diagrams (datacom, electrical, and equipment diagrams)	1 hr	Fri 7/29/16	Fri 7/29/16
2661	Site Cutover Preparation Complete - Ready for Training	1 hr	Fri 7/29/16	Fri 7/29/16
2662	Distribute Implementation Customer Satisfaction Survey	1 hr	Fri 7/29/16	Fri 7/29/16
2663	<b>Training</b>	<b>1 day</b>	<b>Mon 8/1/16</b>	<b>Mon 8/1/16</b>
2664	Onsite Customer ITS/WAP Instructor Led Training	1 day	Mon 8/1/16	Mon 8/1/16
2665	Complete and distribute Training Review forms	1 day	Mon 8/1/16	Mon 8/1/16
2666	<b>Customer Acceptance for NY DOC Correctional Facility</b>	<b>1 day</b>	<b>Mon 8/1/16</b>	<b>Mon 8/1/16</b>
2667	<b>WALLKILL CORRECTIONAL FACILITY</b>	<b>3.75 days</b>	<b>Wed 7/27/16</b>	<b>Mon 8/1/16</b>
2668	<b>Transport Test &amp; Turn-up Activities with Telecom Provider</b>	<b>1 day</b>	<b>Wed 7/27/16</b>	<b>Thu 7/28/16</b>
2669	Transport turned up with Telecom Provider	1 day	Wed 7/27/16	Thu 7/28/16
2670	Circuit connected to Securus equipment	1 day	Wed 7/27/16	Thu 7/28/16
2671	Installation Support confirmation that Securus equipment on-line	1 day	Wed 7/27/16	Thu 7/28/16
2672	<b>Cut-Over to Securus</b>	<b>2.31 days</b>	<b>Wed 7/27/16</b>	<b>Fri 7/29/16</b>
2673	Re-Verify all Features working properly	0.5 hrs	Wed 7/27/16	Wed 7/27/16
2674	Re-Verify phones work, port assignments/call groups set	0.5 hrs	Wed 7/27/16	Wed 7/27/16
2675	Post Cutover QA Checklist & Test Calls Completed	0.5 hrs	Wed 7/27/16	Wed 7/27/16
2676	Notify Facility ITS/WAP is prepared for cutover and functioning correctly	0.5 hrs	Wed 7/27/16	Wed 7/27/16
2677	Cut Sheet distributed to Securus Project Team	0.5 hrs	Wed 7/27/16	Wed 7/27/16
2678	Complete and certify integration with OMS & Commissary Vendor	1 day	Wed 7/27/16	Thu 7/28/16
2679	Cut-over activities by Dorm/Offender Housing Locations	2 days	Wed 7/27/16	Fri 7/29/16
2680	<b>Quality Control Checkpoint: Customer Acceptance</b>	<b>1.44 days</b>	<b>Fri 7/29/16</b>	<b>Mon 8/1/16</b>
2681	Customer walk through at facility	0.5 hrs	Fri 7/29/16	Fri 7/29/16
2682	Customer review of Quality Control documentation	0.5 hrs	Fri 7/29/16	Fri 7/29/16
2683	<b>Post Cut-over Activities</b>	<b>1.38 days</b>	<b>Fri 7/29/16</b>	<b>Mon 8/1/16</b>
2684	Final installation diagrams (datacom, electrical, and equipment diagrams)	1 hr	Fri 7/29/16	Fri 7/29/16
2685	Site Cutover Preparation Complete - Ready for Training	1 hr	Fri 7/29/16	Fri 7/29/16
2686	Distribute Implementation Customer Satisfaction Survey	1 hr	Fri 7/29/16	Fri 7/29/16
2687	<b>Training</b>	<b>1 day</b>	<b>Mon 8/1/16</b>	<b>Mon 8/1/16</b>
2688	Onsite Customer ITS/WAP Instructor Led Training	1 day	Mon 8/1/16	Mon 8/1/16
2689	Complete and distribute Training Review forms	1 day	Mon 8/1/16	Mon 8/1/16
2690	<b>Customer Acceptance for NY DOC Correctional Facility</b>	<b>1 day</b>	<b>Mon 8/1/16</b>	<b>Mon 8/1/16</b>
2691	<b>OTISVILLE CORRECTIONAL FACILITY</b>	<b>3.75 days</b>	<b>Wed 7/27/16</b>	<b>Mon 8/1/16</b>
2692	<b>Transport Test &amp; Turn-up Activities with Telecom Provider</b>	<b>1 day</b>	<b>Wed 7/27/16</b>	<b>Thu 7/28/16</b>
2693	Transport turned up with Telecom Provider	1 day	Wed 7/27/16	Thu 7/28/16
2694	Circuit connected to Securus equipment	1 day	Wed 7/27/16	Thu 7/28/16
2695	Installation Support confirmation that Securus equipment on-line	1 day	Wed 7/27/16	Thu 7/28/16

ID	Task Name	Duration	Start	Finish
2696	<b>Cut-Over to Securus</b>	<b>2.31 days</b>	<b>Wed 7/27/16</b>	<b>Fri 7/29/16</b>
2697	Re-Verify all Features working properly	0.5 hrs	Wed 7/27/16	Wed 7/27/16
2698	Re-Verify phones work, port assignments/call groups set	0.5 hrs	Wed 7/27/16	Wed 7/27/16
2699	Post Cutover QA Checklist & Test Calls Completed	0.5 hrs	Wed 7/27/16	Wed 7/27/16
2700	Notify Facility ITS/WAP is prepared for cutover and functioning correctly	0.5 hrs	Wed 7/27/16	Wed 7/27/16
2701	Cut Sheet distributed to Securus Project Team	0.5 hrs	Wed 7/27/16	Wed 7/27/16
2702	Complete and certify integration with OMS & Commissary Vendor	1 day	Wed 7/27/16	Thu 7/28/16
2703	Cut-over activities by Dorm/Offender Housing Locations	2 days	Wed 7/27/16	Fri 7/29/16
2704	<b>Quality Control Checkpoint: Customer Acceptance</b>	<b>1.44 days</b>	<b>Fri 7/29/16</b>	<b>Mon 8/1/16</b>
2705	Customer walk through at facility	0.5 hrs	Fri 7/29/16	Fri 7/29/16
2706	Customer review of Quality Control documentation	0.5 hrs	Fri 7/29/16	Fri 7/29/16
2707	<b>Post Cut-over Activities</b>	<b>1.38 days</b>	<b>Fri 7/29/16</b>	<b>Mon 8/1/16</b>
2708	Final installation diagrams (datacom, electrical, and equipment diagrams)	1 hr	Fri 7/29/16	Fri 7/29/16
2709	Site Cutover Preparation Complete - Ready for Training	1 hr	Fri 7/29/16	Fri 7/29/16
2710	Distribute Implementation Customer Satisfaction Survey	1 hr	Fri 7/29/16	Fri 7/29/16
2711	<b>Training</b>	<b>1 day</b>	<b>Mon 8/1/16</b>	<b>Mon 8/1/16</b>
2712	Onsite Customer ITS/WAP Instructor Led Training	1 day	Mon 8/1/16	Mon 8/1/16
2713	Complete and distribute Training Review forms	1 day	Mon 8/1/16	Mon 8/1/16
2714	<b>Customer Acceptance for NY DOC Correctional Facility</b>	<b>1 day</b>	<b>Mon 8/1/16</b>	<b>Mon 8/1/16</b>
2715	<b>FISHKILL CORRECTIONAL FACILITY</b>	<b>3.75 days</b>	<b>Wed 8/3/16</b>	<b>Tue 8/9/16</b>
2716	<b>Transport Test &amp; Turn-up Activities with Telecom Provider</b>	<b>1 day</b>	<b>Wed 8/3/16</b>	<b>Thu 8/4/16</b>
2717	Transport turned up with Telecom Provider	1 day	Wed 8/3/16	Thu 8/4/16
2718	Circuit connected to Securus equipment	1 day	Wed 8/3/16	Thu 8/4/16
2719	Installation Support confirmation that Securus equipment on-line	1 day	Wed 8/3/16	Thu 8/4/16
2720	<b>Cut-Over to Securus</b>	<b>2.31 days</b>	<b>Wed 8/3/16</b>	<b>Fri 8/5/16</b>
2721	Re-Verify all Features working properly	0.5 hrs	Wed 8/3/16	Wed 8/3/16
2722	Re-Verify phones work, port assignments/call groups set	0.5 hrs	Wed 8/3/16	Wed 8/3/16
2723	Post Cutover QA Checklist & Test Calls Completed	0.5 hrs	Wed 8/3/16	Wed 8/3/16
2724	Notify Facility ITS/WAP is prepared for cutover and functioning correctly	0.5 hrs	Wed 8/3/16	Wed 8/3/16
2725	Cut Sheet distributed to Securus Project Team	0.5 hrs	Wed 8/3/16	Wed 8/3/16
2726	Complete and certify integration with OMS & Commissary Vendor	1 day	Wed 8/3/16	Thu 8/4/16
2727	Cut-over activities by Dorm/Offender Housing Locations	2 days	Wed 8/3/16	Fri 8/5/16
2728	<b>Quality Control Checkpoint: Customer Acceptance</b>	<b>1.44 days</b>	<b>Fri 8/5/16</b>	<b>Tue 8/9/16</b>
2729	Customer walk through at facility	0.5 hrs	Fri 8/5/16	Fri 8/5/16
2730	Customer review of Quality Control documentation	0.5 hrs	Fri 8/5/16	Fri 8/5/16
2731	<b>Post Cut-over Activities</b>	<b>1.38 days</b>	<b>Mon 8/8/16</b>	<b>Tue 8/9/16</b>
2732	Final installation diagrams (datacom, electrical, and equipment diagrams)	1 hr	Mon 8/8/16	Mon 8/8/16



ID	Task Name	Duration	Start	Finish
2733	Site Cutover Preparation Complete - Ready for Training	1 hr	Mon 8/8/16	Mon 8/8/16
2734	Distribute Implementation Customer Satisfaction Survey	1 hr	Mon 8/8/16	Mon 8/8/16
2735	<b>Training</b>	<b>1 day</b>	<b>Mon 8/8/16</b>	<b>Tue 8/9/16</b>
2736	Onsite Customer ITS/WAP Instructor Led Training	1 day	Mon 8/8/16	Tue 8/9/16
2737	Complete and distribute Training Review forms	1 day	Mon 8/8/16	Tue 8/9/16
2738	<b>Customer Acceptance for NY DOC Correctional Facility</b>	<b>1 day</b>	<b>Mon 8/8/16</b>	<b>Tue 8/9/16</b>
2739	<b>BEACON CORRECTIONAL FACILITY</b>	<b>3.75 days</b>	<b>Wed 8/3/16</b>	<b>Tue 8/9/16</b>
2740	<b>Transport Test &amp; Turn-up Activities with Telecom Provider</b>	<b>1 day</b>	<b>Wed 8/3/16</b>	<b>Thu 8/4/16</b>
2741	Transport turned up with Telecom Provider	1 day	Wed 8/3/16	Thu 8/4/16
2742	Circuit connected to Securus equipment	1 day	Wed 8/3/16	Thu 8/4/16
2743	Installation Support confirmation that Securus equipment on-line	1 day	Wed 8/3/16	Thu 8/4/16
2744	<b>Cut-Over to Securus</b>	<b>2.31 days</b>	<b>Wed 8/3/16</b>	<b>Fri 8/5/16</b>
2745	Re-Verify all Features working properly	0.5 hrs	Wed 8/3/16	Wed 8/3/16
2746	Re-Verify phones work, port assignments/call groups set	0.5 hrs	Wed 8/3/16	Wed 8/3/16
2747	Post Cutover QA Checklist & Test Calls Completed	0.5 hrs	Wed 8/3/16	Wed 8/3/16
2748	Notify Facility ITS/WAP is prepared for cutover and functioning correctly	0.5 hrs	Wed 8/3/16	Wed 8/3/16
2749	Cut Sheet distributed to Securus Project Team	0.5 hrs	Wed 8/3/16	Wed 8/3/16
2750	Complete and certify integration with OMS & Commissary Vendor	1 day	Wed 8/3/16	Thu 8/4/16
2751	Cut-over activities by Dorm/Offender Housing Locations	2 days	Wed 8/3/16	Fri 8/5/16
2752	<b>Quality Control Checkpoint: Customer Acceptance</b>	<b>1.44 days</b>	<b>Fri 8/5/16</b>	<b>Tue 8/9/16</b>
2753	Customer walk through at facility	0.5 hrs	Fri 8/5/16	Fri 8/5/16
2754	Customer review of Quality Control documentation	0.5 hrs	Fri 8/5/16	Fri 8/5/16
2755	<b>Post Cut-over Activities</b>	<b>1.38 days</b>	<b>Mon 8/8/16</b>	<b>Tue 8/9/16</b>
2756	Final installation diagrams (datacom, electrical, and equipment diagrams)	1 hr	Mon 8/8/16	Mon 8/8/16
2757	Site Cutover Preparation Complete - Ready for Training	1 hr	Mon 8/8/16	Mon 8/8/16
2758	Distribute Implementation Customer Satisfaction Survey	1 hr	Mon 8/8/16	Mon 8/8/16
2759	<b>Training</b>	<b>1 day</b>	<b>Mon 8/8/16</b>	<b>Tue 8/9/16</b>
2760	Onsite Customer ITS/WAP Instructor Led Training	1 day	Mon 8/8/16	Tue 8/9/16
2761	Complete and distribute Training Review forms	1 day	Mon 8/8/16	Tue 8/9/16
2762	<b>Customer Acceptance for NY DOC Correctional Facility</b>	<b>1 day</b>	<b>Mon 8/8/16</b>	<b>Tue 8/9/16</b>
2763	<b>DOWNSTATE CORRECTIONAL FACILITY</b>	<b>3.75 days</b>	<b>Wed 8/3/16</b>	<b>Tue 8/9/16</b>
2764	<b>Transport Test &amp; Turn-up Activities with Telecom Provider</b>	<b>1 day</b>	<b>Wed 8/3/16</b>	<b>Thu 8/4/16</b>
2765	Transport turned up with Telecom Provider	1 day	Wed 8/3/16	Thu 8/4/16
2766	Circuit connected to Securus equipment	1 day	Wed 8/3/16	Thu 8/4/16
2767	Installation Support confirmation that Securus equipment on-line	1 day	Wed 8/3/16	Thu 8/4/16
2768	<b>Cut-Over to Securus</b>	<b>2.31 days</b>	<b>Wed 8/3/16</b>	<b>Fri 8/5/16</b>
2769	Re-Verify all Features working properly	0.5 hrs	Wed 8/3/16	Wed 8/3/16

ID	Task Name	Duration	Start	Finish
2770	Re-Verify phones work, port assignments/call groups set	0.5 hrs	Wed 8/3/16	Wed 8/3/16
2771	Post Cutover QA Checklist & Test Calls Completed	0.5 hrs	Wed 8/3/16	Wed 8/3/16
2772	Notify Facility ITS/WAP is prepared for cutover and functioning correctly	0.5 hrs	Wed 8/3/16	Wed 8/3/16
2773	Cut Sheet distributed to Securus Project Team	0.5 hrs	Wed 8/3/16	Wed 8/3/16
2774	Complete and certify integration with OMS & Commissary Vendor	1 day	Wed 8/3/16	Thu 8/4/16
2775	Cut-over activities by Dorm/Offender Housing Locations	2 days	Wed 8/3/16	Fri 8/5/16
2776	<b>Quality Control Checkpoint: Customer Acceptance</b>	<b>1.44 days</b>	<b>Fri 8/5/16</b>	<b>Tue 8/9/16</b>
2777	Customer walk through at facility	0.5 hrs	Fri 8/5/16	Fri 8/5/16
2778	Customer review of Quality Control documentation	0.5 hrs	Fri 8/5/16	Fri 8/5/16
2779	<b>Post Cut-over Activities</b>	<b>1.38 days</b>	<b>Mon 8/8/16</b>	<b>Tue 8/9/16</b>
2780	Final installation diagrams (datacom, electrical, and equipment diagrams)	1 hr	Mon 8/8/16	Mon 8/8/16
2781	Site Cutover Preparation Complete - Ready for Training	1 hr	Mon 8/8/16	Mon 8/8/16
2782	Distribute Implementation Customer Satisfaction Survey	1 hr	Mon 8/8/16	Mon 8/8/16
2783	<b>Training</b>	<b>1 day</b>	<b>Mon 8/8/16</b>	<b>Tue 8/9/16</b>
2784	Onsite Customer ITS/WAP Instructor Led Training	1 day	Mon 8/8/16	Tue 8/9/16
2785	Complete and distribute Training Review forms	1 day	Mon 8/8/16	Tue 8/9/16
2786	<b>Customer Acceptance for NY DOC Correctional Facility</b>	<b>1 day</b>	<b>Mon 8/8/16</b>	<b>Tue 8/9/16</b>
2787	<b>GREEN HAVEN CORRECTIONAL FACILITY</b>	<b>3.75 days</b>	<b>Thu 8/11/16</b>	<b>Tue 8/16/16</b>
2788	<b>Transport Test &amp; Turn-up Activities with Telecom Provider</b>	<b>1 day</b>	<b>Thu 8/11/16</b>	<b>Thu 8/11/16</b>
2789	Transport turned up with Telecom Provider	1 day	Thu 8/11/16	Thu 8/11/16
2790	Circuit connected to Securus equipment	1 day	Thu 8/11/16	Thu 8/11/16
2791	Installation Support confirmation that Securus equipment on-line	1 day	Thu 8/11/16	Thu 8/11/16
2792	<b>Cut-Over to Securus</b>	<b>2.31 days</b>	<b>Thu 8/11/16</b>	<b>Mon 8/15/16</b>
2793	Re-Verify all Features working properly	0.5 hrs	Thu 8/11/16	Thu 8/11/16
2794	Re-Verify phones work, port assignments/call groups set	0.5 hrs	Thu 8/11/16	Thu 8/11/16
2795	Post Cutover QA Checklist & Test Calls Completed	0.5 hrs	Thu 8/11/16	Thu 8/11/16
2796	Notify Facility ITS/WAP is prepared for cutover and functioning correctly	0.5 hrs	Thu 8/11/16	Thu 8/11/16
2797	Cut Sheet distributed to Securus Project Team	0.5 hrs	Thu 8/11/16	Thu 8/11/16
2798	Complete and certify integration with OMS & Commissary Vendor	1 day	Thu 8/11/16	Fri 8/12/16
2799	Cut-over activities by Dorm/Offender Housing Locations	2 days	Thu 8/11/16	Mon 8/15/16
2800	<b>Quality Control Checkpoint: Customer Acceptance</b>	<b>1.44 days</b>	<b>Mon 8/15/16</b>	<b>Tue 8/16/16</b>
2801	Customer walk through at facility	0.5 hrs	Mon 8/15/16	Mon 8/15/16
2802	Customer review of Quality Control documentation	0.5 hrs	Mon 8/15/16	Mon 8/15/16
2803	<b>Post Cut-over Activities</b>	<b>1.38 days</b>	<b>Mon 8/15/16</b>	<b>Tue 8/16/16</b>
2804	Final installation diagrams (datacom, electrical, and equipment diagrams)	1 hr	Mon 8/15/16	Mon 8/15/16
2805	Site Cutover Preparation Complete - Ready for Training	1 hr	Mon 8/15/16	Mon 8/15/16
2806	Distribute Implementation Customer Satisfaction Survey	1 hr	Mon 8/15/16	Mon 8/15/16



ID	Task Name	Duration	Start	Finish
2807	<b>Training</b>	<b>1 day</b>	<b>Mon 8/15/16</b>	<b>Tue 8/16/16</b>
2808	Onsite Customer ITS/WAP Instructor Led Training	1 day	Mon 8/15/16	Tue 8/16/16
2809	Complete and distribute Training Review forms	1 day	Mon 8/15/16	Tue 8/16/16
2810	<b>Customer Acceptance for NY DOC Correctional Facility</b>	1 day	Mon 8/15/16	Tue 8/16/16
2811	<b>TACONIC CORRECTIONAL FACILITY</b>	<b>3.75 days</b>	<b>Thu 8/11/16</b>	<b>Tue 8/16/16</b>
2812	<b>Transport Test &amp; Turn-up Activities with Telecom Provider</b>	<b>1 day</b>	<b>Thu 8/11/16</b>	<b>Thu 8/11/16</b>
2813	Transport turned up with Telecom Provider	1 day	Thu 8/11/16	Thu 8/11/16
2814	Circuit connected to Securus equipment	1 day	Thu 8/11/16	Thu 8/11/16
2815	Installation Support confirmation that Securus equipment on-line	1 day	Thu 8/11/16	Thu 8/11/16
2816	<b>Cut-Over to Securus</b>	<b>2.31 days</b>	<b>Thu 8/11/16</b>	<b>Mon 8/15/16</b>
2817	Re-Verify all Features working properly	0.5 hrs	Thu 8/11/16	Thu 8/11/16
2818	Re-Verify phones work, port assignments/call groups set	0.5 hrs	Thu 8/11/16	Thu 8/11/16
2819	Post Cutover QA Checklist & Test Calls Completed	0.5 hrs	Thu 8/11/16	Thu 8/11/16
2820	Notify Facility ITS/WAP is prepared for cutover and functioning correctly	0.5 hrs	Thu 8/11/16	Thu 8/11/16
2821	Cut Sheet distributed to Securus Project Team	0.5 hrs	Thu 8/11/16	Thu 8/11/16
2822	Complete and certify integration with OMS & Commissary Vendor	1 day	Thu 8/11/16	Fri 8/12/16
2823	Cut-over activities by Dorm/Offender Housing Locations	2 days	Thu 8/11/16	Mon 8/15/16
2824	<b>Quality Control Checkpoint: Customer Acceptance</b>	<b>1.44 days</b>	<b>Mon 8/15/16</b>	<b>Tue 8/16/16</b>
2825	Customer walk through at facility	0.5 hrs	Mon 8/15/16	Mon 8/15/16
2826	Customer review of Quality Control documentation	0.5 hrs	Mon 8/15/16	Mon 8/15/16
2827	<b>Post Cut-over Activities</b>	<b>1.38 days</b>	<b>Mon 8/15/16</b>	<b>Tue 8/16/16</b>
2828	Final installation diagrams (datacom, electrical, and equipment diagrams)	1 hr	Mon 8/15/16	Mon 8/15/16
2829	Site Cutover Preparation Complete - Ready for Training	1 hr	Mon 8/15/16	Mon 8/15/16
2830	Distribute Implementation Customer Satisfaction Survey	1 hr	Mon 8/15/16	Mon 8/15/16
2831	<b>Training</b>	<b>1 day</b>	<b>Mon 8/15/16</b>	<b>Tue 8/16/16</b>
2832	Onsite Customer ITS/WAP Instructor Led Training	1 day	Mon 8/15/16	Tue 8/16/16
2833	Complete and distribute Training Review forms	1 day	Mon 8/15/16	Tue 8/16/16
2834	<b>Customer Acceptance for NY DOC Correctional Facility</b>	1 day	Mon 8/15/16	Tue 8/16/16
2835	<b>BED FORD HILLS CORRECTIONAL FACILITY</b>	<b>3.75 days</b>	<b>Thu 8/11/16</b>	<b>Tue 8/16/16</b>
2836	<b>Transport Test &amp; Turn-up Activities with Telecom Provider</b>	<b>1 day</b>	<b>Thu 8/11/16</b>	<b>Thu 8/11/16</b>
2837	Transport turned up with Telecom Provider	1 day	Thu 8/11/16	Thu 8/11/16
2838	Circuit connected to Securus equipment	1 day	Thu 8/11/16	Thu 8/11/16
2839	Installation Support confirmation that Securus equipment on-line	1 day	Thu 8/11/16	Thu 8/11/16
2840	<b>Cut-Over to Securus</b>	<b>2.31 days</b>	<b>Thu 8/11/16</b>	<b>Mon 8/15/16</b>
2841	Re-Verify all Features working properly	0.5 hrs	Thu 8/11/16	Thu 8/11/16
2842	Re-Verify phones work, port assignments/call groups set	0.5 hrs	Thu 8/11/16	Thu 8/11/16
2843	Post Cutover QA Checklist & Test Calls Completed	0.5 hrs	Thu 8/11/16	Thu 8/11/16

ID	Task Name	Duration	Start	Finish
2844	Notify Facility ITS/WAP is prepared for cutover and functioning correctly	0.5 hrs	Thu 8/11/16	Thu 8/11/16
2845	Cut Sheet distributed to Securus Project Team	0.5 hrs	Thu 8/11/16	Thu 8/11/16
2846	Complete and certify integration with OMS & Commissary Vendor	1 day	Thu 8/11/16	Fri 8/12/16
2847	Cut-over activities by Dorm/Offender Housing Locations	2 days	Thu 8/11/16	Mon 8/15/16
2848	<b>Quality Control Checkpoint: Customer Acceptance</b>	<b>1.44 days</b>	<b>Mon 8/15/16</b>	<b>Tue 8/16/16</b>
2849	Customer walk through at facility	0.5 hrs	Mon 8/15/16	Mon 8/15/16
2850	Customer review of Quality Control documentation	0.5 hrs	Mon 8/15/16	Mon 8/15/16
2851	<b>Post Cut-over Activities</b>	<b>1.38 days</b>	<b>Mon 8/15/16</b>	<b>Tue 8/16/16</b>
2852	Final installation diagrams (datacom, electrical, and equipment diagrams)	1 hr	Mon 8/15/16	Mon 8/15/16
2853	Site Cutover Preparation Complete - Ready for Training	1 hr	Mon 8/15/16	Mon 8/15/16
2854	Distribute Implementation Customer Satisfaction Survey	1 hr	Mon 8/15/16	Mon 8/15/16
2855	<b>Training</b>	<b>1 day</b>	<b>Mon 8/15/16</b>	<b>Tue 8/16/16</b>
2856	Onsite Customer ITS/WAP Instructor Led Training	1 day	Mon 8/15/16	Tue 8/16/16
2857	Complete and distribute Training Review forms	1 day	Mon 8/15/16	Tue 8/16/16
2858	<b>Customer Acceptance for NY DOC Correctional Facility</b>	<b>1 day</b>	<b>Mon 8/15/16</b>	<b>Tue 8/16/16</b>
2859	<b>SING SING CORRECTIONAL FACILITY</b>	<b>3.75 days</b>	<b>Thu 8/18/16</b>	<b>Wed 8/24/16</b>
2860	<b>Transport Test &amp; Turn-up Activities with Telecom Provider</b>	<b>1 day</b>	<b>Thu 8/18/16</b>	<b>Fri 8/19/16</b>
2861	Transport turned up with Telecom Provider	1 day	Thu 8/18/16	Fri 8/19/16
2862	Circuit connected to Securus equipment	1 day	Thu 8/18/16	Fri 8/19/16
2863	Installation Support confirmation that Securus equipment on-line	1 day	Thu 8/18/16	Fri 8/19/16
2864	<b>Cut-Over to Securus</b>	<b>2.31 days</b>	<b>Thu 8/18/16</b>	<b>Mon 8/22/16</b>
2865	Re-Verify all Features working properly	0.5 hrs	Thu 8/18/16	Thu 8/18/16
2866	Re-Verify phones work, port assignments/call groups set	0.5 hrs	Thu 8/18/16	Thu 8/18/16
2867	Post Cutover QA Checklist & Test Calls Completed	0.5 hrs	Thu 8/18/16	Thu 8/18/16
2868	Notify Facility ITS/WAP is prepared for cutover and functioning correctly	0.5 hrs	Thu 8/18/16	Thu 8/18/16
2869	Cut Sheet distributed to Securus Project Team	0.5 hrs	Thu 8/18/16	Thu 8/18/16
2870	Complete and certify integration with OMS & Commissary Vendor	1 day	Thu 8/18/16	Fri 8/19/16
2871	Cut-over activities by Dorm/Offender Housing Locations	2 days	Thu 8/18/16	Mon 8/22/16
2872	<b>Quality Control Checkpoint: Customer Acceptance</b>	<b>1.44 days</b>	<b>Mon 8/22/16</b>	<b>Wed 8/24/16</b>
2873	Customer walk through at facility	0.5 hrs	Mon 8/22/16	Mon 8/22/16
2874	Customer review of Quality Control documentation	0.5 hrs	Mon 8/22/16	Mon 8/22/16
2875	<b>Post Cut-over Activities</b>	<b>1.38 days</b>	<b>Mon 8/22/16</b>	<b>Wed 8/24/16</b>
2876	Final installation diagrams (datacom, electrical, and equipment diagrams)	1 hr	Mon 8/22/16	Mon 8/22/16
2877	Site Cutover Preparation Complete - Ready for Training	1 hr	Mon 8/22/16	Mon 8/22/16
2878	Distribute Implementation Customer Satisfaction Survey	1 hr	Tue 8/23/16	Tue 8/23/16
2879	<b>Training</b>	<b>1 day</b>	<b>Tue 8/23/16</b>	<b>Wed 8/24/16</b>
2880	Onsite Customer ITS/WAP Instructor Led Training	1 day	Tue 8/23/16	Wed 8/24/16



ID	Task Name	Duration	Start	Finish
2881	Complete and distribute Training Review forms	1 day	Tue 8/23/16	Wed 8/24/16
2882	<b>Customer Acceptance for NY DOC Correctional Facility</b>	1 day	Tue 8/23/16	Wed 8/24/16
2883	<b>EDGEcombe RESIDENTIAL TREATMENT FACILITY</b>	3.75 days	Thu 8/18/16	Wed 8/24/16
2884	<b>Transport Test &amp; Turn-up Activities with Telecom Provider</b>	1 day	Thu 8/18/16	Fri 8/19/16
2885	Transport turned up with Telecom Provider	1 day	Thu 8/18/16	Fri 8/19/16
2886	Circuit connected to Securus equipment	1 day	Thu 8/18/16	Fri 8/19/16
2887	Installation Support confirmation that Securus equipment on-line	1 day	Thu 8/18/16	Fri 8/19/16
2888	<b>Cut-Over to Securus</b>	2.31 days	Thu 8/18/16	Mon 8/22/16
2889	Re-Verify all Features working properly	0.5 hrs	Thu 8/18/16	Thu 8/18/16
2890	Re-Verify phones work, port assignments/call groups set	0.5 hrs	Thu 8/18/16	Thu 8/18/16
2891	Post Cutover QA Checklist & Test Calls Completed	0.5 hrs	Thu 8/18/16	Thu 8/18/16
2892	Notify Facility ITS/WAP is prepared for cutover and functioning correctly	0.5 hrs	Thu 8/18/16	Thu 8/18/16
2893	Cut Sheet distributed to Securus Project Team	0.5 hrs	Thu 8/18/16	Thu 8/18/16
2894	Complete and certify integration with OMS & Commissary Vendor	1 day	Thu 8/18/16	Fri 8/19/16
2895	Cut-over activities by Dorm/Offender Housing Locations	2 days	Thu 8/18/16	Mon 8/22/16
2896	<b>Quality Control Checkpoint: Customer Acceptance</b>	1.44 days	Mon 8/22/16	Wed 8/24/16
2897	Customer walk through at facility	0.5 hrs	Mon 8/22/16	Mon 8/22/16
2898	Customer review of Quality Control documentation	0.5 hrs	Mon 8/22/16	Mon 8/22/16
2899	<b>Post Cut-over Activities</b>	1.38 days	Mon 8/22/16	Wed 8/24/16
2900	Final installation diagrams (datacom, electrical, and equipment diagrams)	1 hr	Mon 8/22/16	Mon 8/22/16
2901	Site Cutover Preparation Complete - Ready for Training	1 hr	Mon 8/22/16	Mon 8/22/16
2902	Distribute Implementation Customer Satisfaction Survey	1 hr	Tue 8/23/16	Tue 8/23/16
2903	<b>Training</b>	1 day	Tue 8/23/16	Wed 8/24/16
2904	Onsite Customer ITS/WAP Instructor Led Training	1 day	Tue 8/23/16	Wed 8/24/16
2905	Complete and distribute Training Review forms	1 day	Tue 8/23/16	Wed 8/24/16
2906	<b>Customer Acceptance for NY DOC Correctional Facility</b>	1 day	Tue 8/23/16	Wed 8/24/16
2907	<b>BAYVIEW CORRECTIONAL FACILITY</b>	3.75 days	Thu 8/18/16	Wed 8/24/16
2908	<b>Transport Test &amp; Turn-up Activities with Telecom Provider</b>	1 day	Thu 8/18/16	Fri 8/19/16
2909	Transport turned up with Telecom Provider	1 day	Thu 8/18/16	Fri 8/19/16
2910	Circuit connected to Securus equipment	1 day	Thu 8/18/16	Fri 8/19/16
2911	Installation Support confirmation that Securus equipment on-line	1 day	Thu 8/18/16	Fri 8/19/16
2912	<b>Cut-Over to Securus</b>	2.31 days	Thu 8/18/16	Mon 8/22/16
2913	Re-Verify all Features working properly	0.5 hrs	Thu 8/18/16	Thu 8/18/16
2914	Re-Verify phones work, port assignments/call groups set	0.5 hrs	Thu 8/18/16	Thu 8/18/16
2915	Post Cutover QA Checklist & Test Calls Completed	0.5 hrs	Thu 8/18/16	Thu 8/18/16
2916	Notify Facility ITS/WAP is prepared for cutover and functioning correctly	0.5 hrs	Thu 8/18/16	Thu 8/18/16
2917	Cut Sheet distributed to Securus Project Team	0.5 hrs	Thu 8/18/16	Thu 8/18/16



ID	Task Name	Duration	Start	Finish
2918	Complete and certify integration with OMS & Commissary Vendor	1 day	Thu 8/18/16	Fri 8/19/16
2919	Cut-over activities by Dorm/Offender Housing Locations	2 days	Thu 8/18/16	Mon 8/22/16
2920	<b>Quality Control Checkpoint: Customer Acceptance</b>	<b>1.44 days</b>	<b>Mon 8/22/16</b>	<b>Wed 8/24/16</b>
2921	Customer walk through at facility	0.5 hrs	Mon 8/22/16	Mon 8/22/16
2922	Customer review of Quality Control documentation	0.5 hrs	Mon 8/22/16	Mon 8/22/16
2923	<b>Post Cut-over Activities</b>	<b>1.38 days</b>	<b>Mon 8/22/16</b>	<b>Wed 8/24/16</b>
2924	Final installation diagrams (datacom, electrical, and equipment diagrams)	1 hr	Mon 8/22/16	Mon 8/22/16
2925	Site Cutover Preparation Complete - Ready for Training	1 hr	Mon 8/22/16	Mon 8/22/16
2926	Distribute Implementation Customer Satisfaction Survey	1 hr	Tue 8/23/16	Tue 8/23/16
2927	<b>Training</b>	<b>1 day</b>	<b>Tue 8/23/16</b>	<b>Wed 8/24/16</b>
2928	Onsite Customer ITS/WAP Instructor Led Training	1 day	Tue 8/23/16	Wed 8/24/16
2929	Complete and distribute Training Review forms	1 day	Tue 8/23/16	Wed 8/24/16
2930	<b>Customer Acceptance for NY DOC Correctional Facility</b>	<b>1 day</b>	<b>Tue 8/23/16</b>	<b>Wed 8/24/16</b>
2931	<b>LINCOLN CORRECTIONAL FACILITY</b>	<b>3.75 days</b>	<b>Thu 8/25/16</b>	<b>Wed 8/31/16</b>
2932	<b>Transport Test &amp; Turn-up Activities with Telecom Provider</b>	<b>1 day</b>	<b>Thu 8/25/16</b>	<b>Fri 8/26/16</b>
2933	Transport turned up with Telecom Provider	1 day	Thu 8/25/16	Fri 8/26/16
2934	Circuit connected to Securus equipment	1 day	Thu 8/25/16	Fri 8/26/16
2935	Installation Support confirmation that Securus equipment on-line	1 day	Thu 8/25/16	Fri 8/26/16
2936	<b>Cut-Over to Securus</b>	<b>2.31 days</b>	<b>Thu 8/25/16</b>	<b>Tue 8/30/16</b>
2937	Re-Verify all Features working properly	0.5 hrs	Thu 8/25/16	Thu 8/25/16
2938	Re-Verify phones work, port assignments/call groups set	0.5 hrs	Thu 8/25/16	Thu 8/25/16
2939	Post Cutover QA Checklist & Test Calls Completed	0.5 hrs	Thu 8/25/16	Thu 8/25/16
2940	Notify Facility ITS/WAP is prepared for cutover and functioning correctly	0.5 hrs	Thu 8/25/16	Thu 8/25/16
2941	Cut Sheet distributed to Securus Project Team	0.5 hrs	Fri 8/26/16	Fri 8/26/16
2942	Complete and certify integration with OMS & Commissary Vendor	1 day	Fri 8/26/16	Mon 8/29/16
2943	Cut-over activities by Dorm/Offender Housing Locations	2 days	Fri 8/26/16	Tue 8/30/16
2944	<b>Quality Control Checkpoint: Customer Acceptance</b>	<b>1.44 days</b>	<b>Tue 8/30/16</b>	<b>Wed 8/31/16</b>
2945	Customer walk through at facility	0.5 hrs	Tue 8/30/16	Tue 8/30/16
2946	Customer review of Quality Control documentation	0.5 hrs	Tue 8/30/16	Tue 8/30/16
2947	<b>Post Cut-over Activities</b>	<b>1.38 days</b>	<b>Tue 8/30/16</b>	<b>Wed 8/31/16</b>
2948	Final Installation diagrams (datacom, electrical, and equipment diagrams)	1 hr	Tue 8/30/16	Tue 8/30/16
2949	Site Cutover Preparation Complete - Ready for Training	1 hr	Tue 8/30/16	Tue 8/30/16
2950	Distribute Implementation Customer Satisfaction Survey	1 hr	Tue 8/30/16	Tue 8/30/16
2951	<b>Training</b>	<b>1 day</b>	<b>Tue 8/30/16</b>	<b>Wed 8/31/16</b>
2952	Onsite Customer ITS/WAP Instructor Led Training	1 day	Tue 8/30/16	Wed 8/31/16
2953	Complete and distribute Training Review forms	1 day	Tue 8/30/16	Wed 8/31/16
2954	<b>Customer Acceptance for NY DOC Correctional Facility</b>	<b>1 day</b>	<b>Tue 8/30/16</b>	<b>Wed 8/31/16</b>



ID	Task Name	Duration	Start	Finish
2955	<b>QUEENSBORO CORRECTIONAL FACILITY</b>	<b>3.75 days</b>	<b>Thu 8/25/16</b>	<b>Wed 8/31/16</b>
2956	<b>Transport Test &amp; Turn-up Activities with Telecom Provider</b>	<b>1 day</b>	<b>Thu 8/25/16</b>	<b>Fri 8/26/16</b>
2957	Transport turned up with Telecom Provider	1 day	Thu 8/25/16	Fri 8/26/16
2958	Circuit connected to Securus equipment	1 day	Thu 8/25/16	Fri 8/26/16
2959	Installation Support confirmation that Securus equipment on-line	1 day	Thu 8/25/16	Fri 8/26/16
2960	<b>Cut-Over to Securus</b>	<b>2.31 days</b>	<b>Thu 8/25/16</b>	<b>Tue 8/30/16</b>
2961	Re-Verify all Features working properly	0.5 hrs	Thu 8/25/16	Thu 8/25/16
2962	Re-Verify phones work, port assignments/call groups set	0.5 hrs	Thu 8/25/16	Thu 8/25/16
2963	Post Cutover QA Checklist & Test Calls Completed	0.5 hrs	Thu 8/25/16	Thu 8/25/16
2964	Notify Facility ITS/WAP Is prepared for cutover and functioning correctly	0.5 hrs	Thu 8/25/16	Thu 8/25/16
2965	Cut Sheet distributed to Securus Project Team	0.5 hrs	Fri 8/26/16	Fri 8/26/16
2966	Complete and certify integration with OMS & Commissary Vendor	1 day	Fri 8/26/16	Mon 8/29/16
2967	Cut-over activities by Dorm/Offender Housing Locations	2 days	Fri 8/26/16	Tue 8/30/16
2968	<b>Quality Control Checkpoint: Customer Acceptance</b>	<b>1.44 days</b>	<b>Tue 8/30/16</b>	<b>Wed 8/31/16</b>
2969	Customer walk through at facility	0.5 hrs	Tue 8/30/16	Tue 8/30/16
2970	Customer review of Quality Control documentation	0.5 hrs	Tue 8/30/16	Tue 8/30/16
2971	<b>Post Cut-over Activities</b>	<b>1.38 days</b>	<b>Tue 8/30/16</b>	<b>Wed 8/31/16</b>
2972	Final installation diagrams (datacom, electrical, and equipment diagrams)	1 hr	Tue 8/30/16	Tue 8/30/16
2973	Site Cutover Preparation Complete - Ready for Training	1 hr	Tue 8/30/16	Tue 8/30/16
2974	Distribute Implementation Customer Satisfaction Survey	1 hr	Tue 8/30/16	Tue 8/30/16
2975	<b>Training</b>	<b>1 day</b>	<b>Tue 8/30/16</b>	<b>Wed 8/31/16</b>
2976	Onsite Customer ITS/WAP Instructor Led Training	1 day	Tue 8/30/16	Wed 8/31/16
2977	Complete and distribute Training Review forms	1 day	Tue 8/30/16	Wed 8/31/16
2978	<b>Customer Acceptance for NY DOC Correctional Facility</b>	<b>1 day</b>	<b>Tue 8/30/16</b>	<b>Wed 8/31/16</b>

## Migration Plan

ID	Task Name	Duration	Start	Finish
1	<b>Securus Data Integration and Migration plan for New York Department of Corrections project plan</b>	<b>42 days</b>	<b>Mon 4/3/17</b>	<b>Tue 5/30/17</b>
2	<b>Planning Phase</b>	<b>15 days</b>	<b>Mon 4/3/17</b>	<b>Fri 4/21/17</b>
3	IC/INT - Validate requirements/gather current integration details and products (see procedure)	4 days	Mon 4/3/17	Thu 4/6/17
4	Attend PM Internal Call - have notes prepared	2 days	Fri 4/7/17	Mon 4/10/17
5	Attend Customer Call or Integration Call - have notes prepared	2 days	Tue 4/11/17	Wed 4/12/17
6	INT - VPN if required - begin process - send form to POC/IT, assign ticket to NOC, request IP's	1 day	Thu 4/13/17	Thu 4/13/17
7	IC/INT - Request WebService Credentials and/or create E-imports credentials and send credentials to vendor/country	1 day	Fri 4/14/17	Fri 4/14/17
8	IC - Create a Message in the Integration Tab called "config specs" detailing configuration requirements the tech will need for the project. See desk procedure for configuration options to	2 days	Thu 4/20/17	Fri 4/21/17
9	<b>Execution Phase</b>	<b>10 days</b>	<b>Mon 4/24/17</b>	<b>Fri 5/5/17</b>
10	IC - Create dialing instructions and Integration Document and send to PM	4 days	Mon 4/24/17	Thu 4/27/17
11	INT - SW - Code Integration Solution	10 days	Mon 4/24/17	Fri 5/5/17
12	INT - Code Debit requirements in Account Prefix Configuration Utility (see Message in Integration portal for site specifics)	10 days	Mon 4/24/17	Fri 5/5/17
13	INT - COBP - create requested speed dial, make test call to confirm you can reach the vendor IVR	2 days	Mon 4/24/17	Tue 4/25/17
14	IC - confirm go live date with vendor and PM, update Target Date in portal	1 day	Wed 4/26/17	Wed 4/26/17
15	<b>Controlling &amp; Monitoring Phase</b>	<b>20 days</b>	<b>Thu 4/27/17</b>	<b>Wed 5/24/17</b>
16	IPRO projects - 1 week prior to enrollments, confirm data in SCP. Includes housing (when available) and confirm active inmate count matches the current population or JMS count	12 days	Thu 4/27/17	Fri 5/12/17
17	VPN - Securus and Customer successful connection	12 days	Thu 4/27/17	Fri 5/12/17
18	IC - confirm debit rates are loaded	5 days	Mon 5/15/17	Fri 5/19/17
19	PINs - for E-imports, obtain data 1-2 weeks prior to go live, confirm correct PIN format & inmate count is accurate and if vendor change, confirm duplicate accounts were not created	7 days	Mon 5/15/17	Tue 5/23/17
20	All - communicate completion of your pre-install tasks to the PM, IST, and Vendors 2-3 days prior to the scheduled go live date	1 day	Wed 5/24/17	Wed 5/24/17
21	<b>Closing Phase</b>	<b>4 days</b>	<b>Thu 5/25/17</b>	<b>Tue 5/30/17</b>
22	INT - WebService PINS - disable any SVV or other feeds as needed until all accounts are loaded, confirm no duplicate, confirm pin format, validate accounts in SCP	2 days	Thu 5/25/17	Fri 5/26/17
23	INT - Adding or Changing PINS - Validate the correct PIN min/max on all MPGs	2 days	Thu 5/25/17	Fri 5/26/17
24	IC - send new PIN list to PM	2 days	Mon 5/29/17	Tue 5/30/17
25	INT - Provision Debit Calling/move TPS calling if applicable	2 days	Mon 5/29/17	Tue 5/30/17
26	INT - Debit - Confirm a successful TEST payment and refund via integration method (if obtainable from vendor)	1 day	Mon 5/29/17	Mon 5/29/17



ID	Task Name	Duration	Start	Finish
27	IC/INT - Confirm successful inmate debit payments in SCP	1 day	Mon 5/29/17	Mon 5/29/17
28	IC/INT - Confirm successful I/m debit refund(s) are processing as intended (see procedures)	1 day	Mon 5/29/17	Mon 5/29/17
29	IC - Confirm inmates are able to make successful COBP and debit calls (and prepaid card calls if applik)	1 day	Mon 5/29/17	Mon 5/29/17
30	INT - SCP Prompts for Inmate Debit (1) Enable 30 day marketing prompts (2) enable or disable Western Union prompts as required based on refund method	1 day	Mon 5/29/17	Mon 5/29/17
31	INT - confirm E-imports refunding is Unchecked in provisioning if Automated Check refunds is enable	1 day	Mon 5/29/17	Mon 5/29/17
32	INT - SWV - confirm housing is accurate in data file, confirm inmate matches JMS; move/confirm inmates are in unspecified, make sure housing changes are being received/processed	1 day	Mon 5/29/17	Mon 5/29/17
33	INT - VG - code solution to match phone groups, confirm data/all inmates have an assigned group/all groups are coded	1 day	Mon 5/29/17	Mon 5/29/17
34	Resolve your Heat assignment after integration completed	1 day	Tue 5/30/17	Tue 5/30/17

## Fallback Plan

Acceptance Test of Integration	
W e b S e r v i c e s	"Create Account" on SCN/or "NewAcct Trans" on Unisys
	"Apply Payment" SCN/DLT /or "Prepaid Funding Trans" on Unisys /or "Credit"
	If "Automated Check" - Release Account on SCN/DLT / or "Credit On Release on Unisys"
	transactions processing, ALL: confirm at least one has a balance over 0.00
	Acct Auth, Order item, Apply Payment (DLT)
	NO Backouts on Trust / if found, validate reason w/ Vendor
	Location Update (SCN/ Unisys) - continued updated after go-live
	pin updates successful
	# of Active Custody Accounts in SCP is equal to vendor count or complete file - validate SCP is not growing at go-live and at 7 days
	Check Custody Account Change logs - confirm no manual pin changes being entered unless retain pin enabled, if found, notify PM
S C P U I	If retain SCP pin was requested, confirm pins don't change in SCP UI when FTP files are processed
	Recycle Pin (recommend w/debit) confirm "no pin" on inactive accounts
	1st Call Free (FCF) calls processing (for new and rebooked inmates)
	COBP - inmate calls are successful (not just completed)
	Debit Call Type 2 - successful
	If using Trust, Call Type 3 is successful
	If still using PPCC, Prepaid Card calls are attempted (do not have to complete, just attempted to show it is still enabled)
F T P	Eimports/ PETL - confirm complete file is 10% larger than min. set (or set a min record count if needed)
	If Instant Refunds - confirm we are not processing complete or release files
S V V	SVV - confirm complete file is 10% larger than min. set
	Movements are successful
V G	No errors, groups are being populated
P r o v i s i o n i n g	For Automated Check refunds - confirm E-imports Debit Refund box is unchecked - ALSO CONFIRM THAT REFUNDS ARE PROCESSING IN WEBSERVICE**
	Confirm Western Union prompts do NOT play if the sites does not use Western Union



SVV 7 Day Install Monitoring	
Site Info	
Site ID	
Site Name	
Installer	
Cut Date	
Cable	
Bonded	
Adtran Count	
Adtran Type	
Station Count	
Business Day 1	<i>Within Parameters</i>
1st 24hr Recordings	
Packet Loss	
Onsite Visits (Qty)	
Remote Visits (Qty)	
Business Day 2	<i>Within Parameters</i>
Recordings Complete	
Recording Quality	
Packet Loss	
Onsite Visits (Qty)	
Remote Visits (Qty)	
Business Day 3	<i>Within Parameters</i>
Recordings Complete	
Recording Quality	
Packet Loss	
Onsite Visits (Qty)	
Remote Visits (Qty)	
Business Day 4	<i>Within Parameters</i>
Recordings Complete	
Recording Quality	
Packet Loss	
Onsite Visits (Qty)	
Remote Visits (Qty)	
Business Day 5	<i>Within Parameters</i>
Recordings Complete	
Recording Quality	
Packet Loss	
Onsite Visits (Qty)	
Remote Visits (Qty)	
Business Day 6	<i>Within Parameters</i>
Recordings Complete	
Recording Quality	
Packet Loss	
Onsite Visits (Qty)	
Remote Visits (Qty)	
Business Day 7	<i>Within Parameters</i>
Recordings Complete	
Recording Quality	
Packet Loss	
Onsite Visits (Qty)	
Remote Visits (Qty)	
MPLS parameters	less than 5% packet loss
Packet Loss	

Securus Transport 3 Day Validation Plan				
<b>Site Info</b>				
Site ID	Site Name, ST			
Site Name	Tech			
Installer	42481			
Cut Date	Cable			
Circuit Count (version)	1	Version =	Cable	DSL
Adtran Count	1		Speed in kbps ( from Speed Test if not MPLS )	
Adtran Type	924	Circuit Speed Up	xxxx	Note a T1 = 1544 kbps (= 1.544 mbps)
Phone Count	24	Circuit Speed Down	xxxx	
<b>Firmware Ver.</b>				
Firmware #1	R11 2.0-E.bis			
Firmware #2				
Firmware #3				
Firmware #4				
<b>Post Install Ticket</b>				
Heat Ticket Number	15433331			
<b>Day 1</b>				
Installer	42481			
Day to be Checked	#VALUE!	Data Source : Orion - interface (ie eth 0/1) Custom Chart - Average Transmit bps : Average Receive bps : Min/Max Transmit bps : Min/Max Receive bps		
<b>Circuit Speed Used in kbps</b>	<b>Transmit</b>	<b>Receive</b>	<b>Transmit Ratio</b>	<b>Receive Ratio</b>
Average kbps Circuit#1			0	0
Average kbps Circuit#2			0	0
Average kbps Circuit#3			0	0
Average kbps Circuit#4			0	0
<b>Circuit Speed Peak in kbps</b>				
Peak kbps Circuit#1			0	0
Peak kbps Circuit#2			0	0
Peak kbps Circuit#3			0	0
Peak kbps Circuit#4			0	0
<b>Circuit Bandwidth</b>	<b>Average</b>	<b>Peak</b>		
Circuit#1	0.00%	0.00%		
Circuit#2	0.00%	0.00%		
Circuit#3	0.00%	0.00%		
Circuit#4	0.00%	0.00%		
<b>Circuit Packet Loss (Avg)</b>				
Packet Loss (Avg) Circuit#1				
Packet Loss (Avg) Circuit#2				
Packet Loss (Avg) Circuit#3				
Packet Loss (Avg) Circuit#4				
<b>Circuit Packet Loss (Peak)</b>				
Packet Loss (Peak) Circuit#1				
Packet Loss (Peak) Circuit#2				
Packet Loss (Peak) Circuit#3				
Packet Loss (Peak) Circuit#4				
<b>Day 2</b>				
Installer	4/21/2015			
Day to be Checked	#VALUE!			
<b>Circuit Speed Used in kbps</b>	<b>Transmit</b>	<b>Receive</b>	<b>Transmit Ratio</b>	<b>Receive Ratio</b>
Speed Used Circuit#1			0	0
Speed Used Circuit#2			0	0
Speed Used Circuit#3			0	0
Speed Used Circuit#4			0	0
<b>Circuit Speed Peak in kbps</b>				



Speed Peak Circuit#1			0	0
Speed Peak Circuit#2			0	0
Speed Peak Circuit#3			0	0
Speed Peak Circuit#4			0	0
Circuit Avg Bandwidth	Average	Peak		
Bandwidth Avg Circuit#1	0.00%	0.00%		
Bandwidth Avg Circuit#2	0.00%	0.00%		
Bandwidth Avg Circuit#3	0.00%	0.00%		
Bandwidth Avg Circuit#4	0.00%	0.00%		
Circuit Packet Loss (Avg)				
Packet Loss (Avg) Circuit#1				
Packet Loss (Avg) Circuit#2				
Packet Loss (Avg) Circuit#3				
Packet Loss (Avg) Circuit#4				
Circuit Packet Loss (Peak)				
Packet Loss (Peak) Circuit#1				
Packet Loss (Peak) Circuit#2				
Packet Loss (Peak) Circuit#3				
Packet Loss (Peak) Circuit#4				
Day 3				
Installer	4/21/2016			
Day to be Checked	#VALUE!			
Circuit Speed Used in kbps	Transmit	Receive	Transmit Ratio	Receive Ratio
Speed Used Circuit#1			0	0
Speed Used Circuit#2			0	0
Speed Used Circuit#3			0	0
Speed Used Circuit#4			0	0
Circuit Speed Peak in kbps				
Speed Peak Circuit#1			0	0
Speed Peak Circuit#2			0	0
Speed Peak Circuit#3			0	0
Speed Peak Circuit#4			0	0
Circuit Avg Bandwidth	Average	Peak		
Bandwidth Avg Circuit#1	0.00%	0.00%		
Bandwidth Avg Circuit#2	0.00%	0.00%		
Bandwidth Avg Circuit#3	0.00%	0.00%		
Bandwidth Avg Circuit#4	0.00%	0.00%		
Circuit Packet Loss (Avg)				
Packet Loss (Avg) Circuit#1				
Packet Loss (Avg) Circuit#2				
Packet Loss (Avg) Circuit#3				
Packet Loss (Avg) Circuit#4				
Circuit Packet Loss (Peak)				
Packet Loss (Peak) Circuit#1				
Packet Loss (Peak) Circuit#2				
Packet Loss (Peak) Circuit#3				
Packet Loss (Peak) Circuit#4				

Securus Call Metric Acceptance							
Site ID	45001						
Site Name	Site Name, ST						
Installer	Tech						
Cut Date	4/21/2016						
Transport Type	Cable						
Week Total	Summary						
Call Volume Total	164,521						
Call Volume Comp	81,585						
Call Volume Incomp	82,936						
Call type	Incomplete Calls	Complete Calls	Total Calls	Threshold	Actual Call Rate	Threshold Met	
Advanced Connect	5,740	45,969	51,709	40%	88.90%	Yes	
Debit	67,795	26,089	93,884	25%	27.79%	Yes	
Direct Bill	560	532	1,092	30%	48.72%	Yes	
Free Call	8,638	8,400	17,038	35%	49.30%	Yes	
Prepaid Calling Card	203	595	798	60%	74.56%	Yes	
Instant Pay	19,691	1,939	21,630	5%	8.96%	Yes	
Text2Connect	84	105	189	10%	55.56%	Yes	
Pay Now	105	84	189	5%	44.44%	Yes	
Account Activator	16,828	1,645	18,473	5%	8.90%	Yes	



Securus Product and Feature Acceptance and Fallback Execution			
Product/Feature	Monitoring Definition	Pass/Fail	Fallback Action
Call Recording			
First Calls Free			
Instant Pay - Account Activator			
Instant Pay - Pay Now			
Instant Pay - Text2Connect			
International Calls			
Investigator Pro / CVV			
Investigator Pro Pin Check			
Language Prompts			
Location Based Services (LBS)			
Max Call Duration			
PAN - Automated (Auto PAN)			
Prepaid Calling Cards			
Pre-Recorded Name			
Remote Call Forwarding Detection and Prevention (RCF)			
Securus Voicemail			
System Logging			
TDD/TTY			
THREADS			
Voice Biometrics			
VPM			
3 Way Call Detection			
Allow Calls to Cell Phones			
Alternate Inmate ID, Info & Grouping			
Ask DTN First			
BNA Lookup			
Call Party Block			
Call Tracker			
Caller Name Recording			
Calling Restriction Remaining Announcement			
Calling Restrictions			
Covert Alert			
Crime Tip			
Customer Caller ID			
DTMF Detection			
DTN Limits			
Emergency Calls			
Generate Random PIN			
Global List at Port Group			
ICER			
Informant Line			
Check In SCN UI - Tools / Reports / Officer Check-In			
PAN - Manual			
Passive Acceptance			
Random Announcements			
Random Marketing Announcement			
Recording Indicator			
Recycle PIN			
Scan Patrol Logging			
Site Caller ID			

Virtual Groups			
Wireless Indication			
Secure Instant Mail			
Managed Access (WCS)			
Tablets			
ConnectUs Platform			
ConnectUs - Emergency Call			
ConnectUs - Inmate Handbook			
ConnectUs - Inmate Videos			
ConnectUs - Job Search			
ConnectUs - Module: Commissary Ordering			
ConnectUs - Module: Grievance			
ConnectUs - Module: Law Library			
ConnectUs - Phone Call			
ConnectUs - Website Education			
ConnectUs - Module: Sick Call			
Video Visitation - At Home			
Video Visitation - On Site			
Video Visitation - Storage Retention			



## Training Plan

### New York State Department of Corrections and Community Supervision (DOCCS)

January 29, 2016

## Purpose

The Purpose of this Training Plan is to analyze and outline training efforts for the *New York State Department of Corrections and Community Supervision (DOCCS)*.

This plan includes a course outline of training topics and exercises and potential training rollout options.

## Scope

The scope of this Training Plan is to provide members of the *New York State Department of Corrections and Community Supervision (DOCCS)* on the Securus Call Platform (SCP).

All training courses will include:

- Course Introductions
- Functionality of SCP
- Hands-on exercises
- Certification testing if desired

The course descriptions and allotted times are discussed later in this document.

## Stakeholders

### Client Project Team:

Name	Role	Phone	Email

**Securus Training and Project Team:**

Name	Role	Phone	Email

## Audience

The identified audience includes:

- Command Staff
- Administrators
- Supervisors (Capt, LT, SGT)
- Investigators
- Correctional Officers
- Inmates

## Course Registration

Each student attending must register for training to attend. Each attendee must have an accessible email address in order to register and attend the training and complete a feedback evaluation.

Securus' Training Team will provide a registration link for each training event.

## Presenters

The Presenters will be the Securus Customer Training Team.



## Training Deck

All training material will be provided to training attendees via Securus University Learning Management System. Each attendee will need to log into Securus University to download.

1. Training PPTX Presentation for each product
2. Job Aids and Reference Material
3. Examination
4. Feedback Evaluation

## Needs Analysis

A needs analysis needs to be completed to determine the final scope of the training requirements. This can be accomplished using a MS Excel template and fill-in-the-blank responses to specific questions for each identified role.

This process should take no more than a week, depending on the amount of time to receive the responses for each role.

## Methodology

### Training

Based on past experiences with technical training classes, if possible, each student should have an available computer to follow along and practice the procedures being trained. Whenever possible, classes should be full to maximize training time, resources, and dollars. However, the training schedule must accommodate the fact that all members of some departments cannot be gone at the same time.

A combination of webinar and onsite training will be implemented.

### Webinar

Webinar training is one of the best methods to train large numbers of personnel at multiple locations in the shortest amount of time. Due to potential scheduling conflicts, content, and roles being trained, online webinars can be scheduled for all topics, as needed or in agreement with, the customer.

Customer roles/students such as Read Only, Maintenance, and perhaps some Monitors or Administrators, that may not be actively using the system on a daily basis and who need mainly an overview of feature functionality, can easily learn the content via a webinar.

Student content will be uploaded to the webinar and accessible by each registered student.

Maximum Recommended Students per class: Up to 150/webinar

## Onsite

Onsite training provides students with the opportunity to fully interact with the instructor in a classroom setting. In the onsite training, students should each have a functional computer and be able to practice all procedures as they are being taught. Student-Instructor interaction is increased.

Maximum Recommended Students per class: 20

## Role-based Training

The training will be Role Based and each role identified by NY DOC could have a separate training schedule. Pending the completion of the Needs Analysis, each role can be assigned to attend specific classes/webinars. The following is a **potential listing** of topics that could be covered based on the roles and customer requirements.

Each role would be trained in all of the primary functions of SCP in order to have a good understanding of SCP's functionality and abilities. Specifics of each training aspect would be dependent on the procedures associated with that role.

Role	Content	Focus	Note
Command Staff	All	<ul style="list-style-type: none"><li>General overview of SCP and it's functionality</li><li>Reports</li></ul>	Command Staff rights and roles are in some areas view and search only depending on client needs and analysis
Administrators	All	<ul style="list-style-type: none"><li>Reports</li><li>Admin Module</li></ul>	Administrators typically focus in the areas of User Management but need a firm understanding of the system and it's capabilities.
Supervisors	All except Admin Module	<ul style="list-style-type: none"><li>Super-user in areas not relating to User Management</li><li>Investigative strategies</li><li>Reports</li></ul>	Supervisors are responsible for the daily operations in SCP and in assisting users in performing their tasks. They also, in some cases are responsible for 1:1 support and training.
Investigators	All except Admin Module	<ul style="list-style-type: none"><li>Investigative and Internal Affairs</li></ul>	Full focus on the investigative functionality and



		techniques and strategies	aspects of SCP.
Correctional Officers	All except Admin Module	<ul style="list-style-type: none"> <li>• Reports</li> <li>• Search Techniques</li> <li>• Monitoring and listening to live and previously recorded calls</li> </ul>	Would not be trained in any aspect of investigative strategies or functionality.

## Inmates

- SCP: Dialing instructions can be mounted on each phone, and added to ConnectUs as a document.
- SVV: ConnectUs provides a 2-minute instructional video. Various instructions can be posted as documents on ConnectUs.
- If NY DOC has educational broadcast capability via TVs, we can create a short video to run frequently over internal channels.

## Training Schedule

The estimated training times listed below is based on typical times for each topic. Based on the training schedule and roles for each event, some of the times may vary.

Content	Estimated Training Time
Introduction to SCP	40 min
System Module	60 min
Monitor Module	20 min
Tools Module	60 min
Admin Module	60 min
Course Exam and Feedback	30 min

## Training Dates and Locations

Training Dates for NY DOC will tentatively begin \_\_\_\_\_. Training will be scheduled based on requirements TBD from NY DOC Stakeholders.

**OPTION 1:**

Provide Regional Onsite training for all roles.

**OPTION 2:**

Provide Regional Onsite training for all roles *except* Correctional Officers who would be trained via webinars.

**OPTION 3:**

Provide Regional Onsite training for Supervisor and Investigator roles. All other roles would be trained via webinar.

**OPTION 4:**

Provide Webinar training for all roles.

## Objectives

The learning objectives of training are as follows:

### Secure Call Platform (SCP)

Upon completion of the training, students will be able to:

- Access and Navigate SCP
- Access and navigate SCP Help
- Demonstrate the Management Level functionality
- Enable/disable phones and control specific calling features
- Create a Call Schedule
- Add a Global List Number
- Add and manage an Inmate Phone Account
- Create Covert Alerts
- Listen to, scan, and forward live calls
- Listen to previously recorded calls
- Burn calls to a CD
- Perform basic and advance searches
- Generate desired reports



- Manage personal passwords

### **Command Staff and Administrators**

- Create a new user
- Explain the creation and modification of a Security Template
- Deactivate/delete a user
- Reset a User Password
- Generate User Management Reports

## Course Content

**Below is a list of the training courses offered for DOCCS.**

### **Bi-annual Investigative Technology Workshops**

Securus recognizes the importance of keeping up with changes in technology. This proposal includes transportation, lodging and food for up to five (5) DOCCS staff to attend bi-annual Investigative Technology Workshops at our state-of-the-art Technology Center, located in Dallas, Texas. These workshops will not only enhance the skills and capabilities of staff; they can function as training and certification opportunities, as well. This is in addition to the on-going training and support provided throughout the contract term

### **Secure Call Platform (SCP) (Estimated Training Time: 4 hours)**

- Course Objective: The course is designed to provide Securus' Associates with an Introduction to Securus Call Platform and provide an understanding of the value and benefits SCP brings to Securus' customers and investigators
- SCP Training Topics - including but not limited to:
  - Introduction to SCP
  - Navigation
    - Management Level
    - Main Menus
    - Help and Technical Support
  - SCP Menus and Functions
    - Systems Menu - including but not limited to:
      - Controlling Phones
      - Global Lists
      - Custody Accounts
      - Investigative Strategies
    - Monitor Menu
      - Listen to live calls

- Scanning Calls
  - Forward Calls
  - Investigative Strategies
- Tools Menu
  - Search for calls
  - Listen to previously recorded calls
  - Basic Search
  - Advanced Search
  - Reports
  - Investigative Strategies
- Admin Menu
  - Password Management
  - User Management
  - Security Templates
  - Job Title Management
- SCP Training Exercises

## System Access

Once all attending officers have registered for the training, their names and email addresses will be provided to the Client Manager to ensure that appropriate access is granted. Securus cannot install any application software on non-customer computer systems.

All registered students attending training must have authorized access to the products being presented. It is the responsibility of the *New York State Department of Corrections and Community Supervision (DOCCS)* representative to work with the Securus Client Manager to validate/obtain the required access for each authorized user prior to training.

### FACILITIES

## Onsite Training Setup

The following includes the *minimum* requirements for each training room:

1. Appropriate desks and chairs for each student
2. If course is not demonstration only, there should be a computer workstation for each student with network connection
3. **ALL computer systems** must be on Windows 10 with the update option for Windows 11 disengaged
4. Securus' applications installed and tested on all computers
5. Overhead Projector and screen connected to Instructor PC



6. Speakers available for instructor PC or already connected to site PC
7. Instructor podium and computer if required
  - a. Instructors will probably bring their own laptop so will need appropriate internet connection and access information
  - b. Instructors will also need access beyond local firewalls if possible
  - c. If instructors will be required to utilize local computer systems, will only need appropriate access and ability to upload content to the PC
8. Whiteboard and markers or flipcharts and markers
9. The instructors will be able to gain access to the training room at least 24 hours in advance to ensure all systems are functional and tested

## Information Technology

10. Securus will provide the steps needed to install all of the required software to the Client IT representative. This will include how to test the software for full functionality.
11. Local IT personnel will install and test all Securus' applications on all computers that will be utilized during training including:
  - a. Attending officers' computers
  - b. Training Room Computers
12. Local IT and a Securus Field Service Technician will work together to ensure the software is properly installed and tested on all authorized user's computers.
13. Local IT and a Securus Field Service Technician will work together to ensure the software is properly installed and tested on the Training Room computer.
14. The local IT Department will ensure that there is adequate wireless internet available for all students.
15. Instructors will probably bring their own laptop so will need appropriate internet connection and access information.

## SCP Course Modules

Course Module	Objective	Length
Getting Started	<ul style="list-style-type: none"> <li>— What is SCP?</li> <li>— Logging in</li> <li>— Navigating through the features</li> <li>— Managing your password</li> <li>— Contacting Technical Support for service calls</li> </ul>	25
User Administration Activities	<ul style="list-style-type: none"> <li>— Creating and changing user accounts</li> <li>— Defining a user's role and granting access permission</li> <li>— Resetting a user's password</li> <li>— Deactivating and/or deleting users</li> <li>— Running user management reports</li> </ul>	60
Inmate Administration Activities	<ul style="list-style-type: none"> <li>— Adding and changing inmate phone accounts</li> <li>— Deactivating inmate phone accounts</li> <li>— Setting up the phones to meet your requirements</li> <li>— Using administrative reports</li> </ul>	30
Monitoring Activities	<ul style="list-style-type: none"> <li>— Reviewing Call Detail Records (CDRs)</li> <li>— Monitoring live calls</li> <li>— Listening to recorded calls</li> <li>— Using monitoring reports</li> <li>— Saving calls and burning to CD</li> </ul>	60
Investigation Activities	<ul style="list-style-type: none"> <li>— Using CDRs for investigations</li> <li>— Recognizing trends in inmate activity</li> <li>— Using other investigative tools to collect evidence</li> <li>— "Digging" into the details</li> </ul>	40
Super User Activities	<ul style="list-style-type: none"> <li>— Learning time-saving tips and tricks</li> <li>— Discussing actual facility situations and turning evidence into intelligence</li> <li>— Troubleshooting for operational and maintenance staff to minimize unnecessary service calls</li> </ul>	25



## SCP Online Help Features

Course Module	Objective	Length
Welcome Page	Provides high-level descriptions for selected features describing their purpose and functions.	15
What is New in SCP	Describes new features in the current release and includes links to receive additional details or task-based instructions.	
Getting Started	Offers task-based procedures to assist officers in efficiently using SCP to get their job done. Each topic includes a link that enables an e-mail to be sent for Technical Support or to Training for online help feedback.	
Related Topics	Links to SCP feature elements such as phones, inmates, investigations, reports, workforce, and administration.	
Pop-up Definitions	Defines glossary terms and word index at the click of a mouse without leaving a topic. This assists the trainee to quickly absorb new concepts and technology.	
Tips and Tricks	Provides shortcuts, helpful hints, and advanced topics for highly-skilled officers looking to improve their performance.	
Frequently Asked Questions (FAQ)	Offers common questions and their answers.	
Troubleshooting	Presents self-help instructions for common functions such as the following:	
Reference	An inmate was released, but I cannot release his PIN.	
Advanced Management Functions	"You must deactivate the Custody Account before you can release the PIN. If you still cannot release the PIN, contact Technical Support."	

## SCP Course Training Schedule

Item	Content	Key Points	Time
1	Introduction to SCP	What is SCP? Accessing SCP Basic Navigation Management Level Help and Technical Support	40
2	System Module	Introduction Controlling Phones <ul style="list-style-type: none"> <li>o Disabling Phones</li> <li>o Controlling Specific Phone Features</li> <li>o Call Duration</li> <li>o Call Schedules</li> <li>o Call Restrictions</li> <li>o Investigative Strategies</li> </ul> Global Lists - Controlling Phone Numbers <ul style="list-style-type: none"> <li>o Adding a Global List number</li> <li>o Controlling how numbers are handled</li> <li>o Investigative Strategies</li> </ul> Custody Accounts <ul style="list-style-type: none"> <li>o Adding Inmate Phone Accounts</li> <li>o Controlling Inmate Phone Accounts</li> <li>o Investigative Strategies</li> </ul>	60
3	Monitor Module	Listening to Live Calls Call Forwarding Scanning Calls Investigative Strategies	20
4	Tools Module	Call Detail Records Listening to Previously Recorded Calls Basic and Advanced Search Call Controls Call Tracker Burning Calls to a CD Investigative Strategies Reports <ul style="list-style-type: none"> <li>o Inmate Reports</li> <li>o Investigative Reports</li> <li>o User Management Reports</li> <li>o Administrative Reports</li> </ul>	60



## SCP Course Training Schedule

Item	Content	Key Points	Time
5	Admin Module	Introduction Password Management User Management <ul style="list-style-type: none"> <li>o Search</li> <li>o Creating a New User Account</li> <li>o Changing a User Account</li> <li>o Deactivate/Delete a User</li> <li>o Password Reset</li> </ul> Security Templates <ul style="list-style-type: none"> <li>o Create a New Security Template</li> <li>o Modify a Template/User Access</li> </ul> User Management Reports Job Title Management <ul style="list-style-type: none"> <li>o Add a Job Title</li> </ul>	60
<b>TOTAL TRAINING TIME</b>			<b>4.00</b>

Communications Plan

Change Management Process

Risk Management and Mitigation Plan

Configuration Management Plan

Provided in this document are the following:

- Method of Communication
- Communications Schedule
- Communication Documents
- Contact Information
- Risk management Process
- Change Management Process



## Method of Communication

DOCCS and Securus Technologies will have continuous weekly meetings to review and discuss the progress of the implementation of Inmate Telephone services. The meetings will occasionally have additional associates invited to attend from both companies to discuss current progress and risks associated to the installation.

The discussions will be a collaborative communication using 3 main tools:

- Face to Face meetings to review installation processes onsite at DOCCS
- Conference Calls through the following described bridge numbers
- Email distribution of documentation and updates

## Communication Schedule



Conduct weekly Tuesday Summary conference call with DOCCS, Project Managers, and other associated parties to review current milestones completions and/or delays and next steps.

- Dial-in Number: 1-877-710-1114 (subject to change)
- Access Code: XXXX (subject to change)
- Date: Each Tuesday
- Time: 10:30 am CST

### **Communications Plan Revisions**

<b>Revision Date</b>	<b>Initiator</b>	<b>Description of Revision</b>	<b>Approved By</b>	<b>Revision Approval Date</b>

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## Communication Documents

Document	Recipients	Purpose	Update Frequency
<b>Project Charter</b>	Project Management Team	Define scope, risk, constraints	As required
<b>Risk Management Document</b>	Project Management Team	Capture risks and process outline for managing issues	As required
<b>Contractual Requirements Tracker</b>	Project Management Team	Capture Contract requirements	As required
<b>Change Control Document</b>	Change Control Board (See below)	Manage Changes	Weekly or as required
<b>Project Plan</b>	Project Management Team	Track progress of project tasks	As required
<b>Status Report</b>	Project Stakeholders, Project Management Team	Provide status and updates	Weekly

## TEAM GOALS

- Coordinate all of the appropriate vendors and resources
- Understand the risks and issues which can arise during install
- Document efficiently to monitor progress to completion
- Improve communication with all parties throughout the implementation process



## Contact Information

DOCCS and Securus Technologies Project Team				
Communications Roster				
Name/Title/Role	Email/Phone	Method by Priority		
		High	Med	Low
- Executive Sponsor DOCCS – (Title)	Email and Phone number			
<b>NAME</b> – Project Stakeholder DOCCS – (Title)				
<b>NAME</b> – Project Stakeholder DOCCS – (Title)				
<b>NAME</b> – Project Stakeholder DOCCS – (Title)				
<b>NAME</b> – Project Stakeholder DOCCS – (Title)				
<b>NAME</b> – Project Stakeholder DOCCS – (Title)				
<b>NAME</b> – Project Stakeholder DOCCS – (Title)				
<b>NAME</b> – Project Stakeholder DOCCS – (Title)				
<b>Mr. Russell Roberts</b> – Executive Sponsor Securus Technologies – Vice President				
<b>NAME</b> – Project Stakeholder Securus Technologies - Sales Vice President				
<b>NAME</b> – Project Stakeholder Securus Technologies – National Sales				

Name/Title/Role	Email/Phone	Method by Priority		
		High	Med	Low
Manager				
<b>NAME</b> - Project Stakeholder Securus Technologies - Senior Territory Manager				
<b>Debbie Cates</b> - Project Stakeholder Securus Technologies - Director, Technical Support				
<b>John Mannewitz</b> - Project Stakeholder Securus Technologies - Manager, Service Operations Support				
<b>Monica Garcia</b> - Project Stakeholder Securus Technologies - Supervisor, Implementation - Project Management				
<b>NAME</b> - Project Stakeholder  Securus Technologies - Implementation, Project Manager				
<b>Terry Bessent</b> - Project Stakeholder  Implementation Consultant				
<b>NAME</b> - Project Stakeholder  Securus Technologies - Senior Regional Manager, Field Service				
<b>NAME</b> - Project Stakeholder  Securus Technologies - Regional Manager, Field Service				
<b>NAME</b> - Project Stakeholder  Securus Technologies - Manager, Field Services				



Name/Title/Role	Email/Phone	Method by Priority		
		High	Med	Low

## **Risks Management Process**

### **APPROPRIATE CORRECTIVE MEASURES**

- Identify issue or risk and perform probability assessment
- Notify Project Manager
- Project Manager will document, resolve and close
- Project Manager will escalate and notify Project Sponsor(s) of risks that cannot be resolved

### **TRACKING RISKS AND ISSUES**

Tracking and monitoring of risks and issues will be documented on the Risk Management Document and the Issues Management Document. Keeping track of these items will assist in driving directives to complete or submit for a change control of the scheduled operations.

## **Change Management Process**

### **CHANGE MANAGEMENT PROCESS STEPS**

Any and all project changes will be discussed with and approved by (list all those who are the key stakeholders of making a process change)

## **CHANGE MANAGEMENT PROCESS FLOW**

Changes that are out of scope (not defined in the original Project Charter or RFP Response) will be presented to the CCB for approval before consideration for implementation.

## **CHANGE CONTROL BOARD (CCB) MEMBERS**

NAME – DOCCS

NAME – DOCCS

NAME – DOCCS

NAME – DOCCS

AM – Securus

SVP – Securus

PM – Securus

PM Supervisor – Securus



## Performance and Service Level Plan

Securus and NY DOC - Performance and Testing action register									
Test	Test Name	Securus Procedure to validate	NY Procedure to validate	Securus Test Results	NY Test Results	Date	Hours	COMPLETE	
1									
2									
3									
4									
5									
6									
7									
8									
9									

Securus and NY - Data Integration Performance									
S.No	Data Name	File name	Transmission method	Transmission Schedule	Data Elements	Process	Expected Output	Verification of Information	Passed/Failed Test Results
1									
2									
3									
4									
5									
6									
7									
8									
9									
10									



Securus and NY DOC - Reporting and call processing Mechanism results						
Test Sequence	Test Name	Required Setup	Test Script	Confirmation Script	Expected Results	PASS/FAILED
1						Test Results Tracking
2						
3						
4						
5						
6						
7						
8						
9						
10						
11						
12						



## **Securus Inmate Telephone Service and Tablet Solution**

### **PROJECT CHARTER**

**For**

***New York State Department of Corrections and  
Community Supervision (DOCCS)***

***Department: Inmate Services-  
Implementation***

***Project: Inmate Telephone Service  
and Tablet Solution***

***Sponsor: (Site/State Main Decision  
Maker)***

***Project Manager: (Securus Project Manager)***

***Date: July 5<sup>th</sup> , 2017***



## CHARTER REVISIONS

Revision Date	Initiator	Description of Revision	Approved By	Revision Approval Date

## Document Information

This document represents the Project Charter, an official document that authorizes the Project Manager to commit resources to work on the project. The Project Charter is completed during the *Initiation Phase* of the *LEAN* Project Management Methodology.

### Project Charter Approvers (Key Stakeholders):

**Project Sponsor:** The person, who champions, secures financial resources and provides strategic direction for the project. There could be more than one project sponsor.

**Business Owner:** The individual responsible for the final project product or desired outcome. (Note: The project sponsor and the business owner may be the same person for the project.)

**Project Manager:** The person assigned to the project to achieve project objectives and to manage day-to-day activities including the development of the project plan, conducting project reviews and disposing of issues and change requests.

**Other Key Executive Stakeholders:** A Senior Cabinet member (or designated representative) of any other department (e.g., Finance, Facilities, or Legal) who commits to provide resources to assist with the project. There could be more than one additional departmental representative. If applicable, list separately a representative for each Department involved in the project.

## Project Stakeholders and Participants

The project team will consist of members from DOCCS and Securus Technologies. The following table identifies the project participant's title and contact information:

Name/Title/Role	Email/Phone
<b>NAME</b> - Executive Sponsor DOCCS - Title	Phone Number Email Address
<b>Mr. Robert Pickens</b> – Executive Sponsor Securus Technologies - Chief Operating Officer	972-277-0300 bpickens@securustech.net
<b>NAME</b> - Project Stakeholder DOCCS - Commander; Custody Command	Phone Number Email Address
<b>NAME</b> - Project Stakeholder DOCCS - Director Commander; Intelligence Division	Phone Number Email Address
<b>NAME</b> - Project Stakeholder DOCCS - Telecommunications Commander	Phone Number Email Address
<b>NAME</b> - Project Stakeholder DOCCS - Deputy Chief, Technology Management Bureau	Phone Number Email Address
<b>NAME</b> - Project Stakeholder DOCCS - Chief of Administration	Phone Number Email Address
<b>NAME</b> - Project Stakeholder DOCCS - Chief of Detention	Phone Number Email Address
<b>NAME</b> - Project Stakeholder DOCCS - Lieutenant; Custody Business Ops/Special Projects	Phone Number Email Address



<b>Name/Title/Role</b>	<b>Email/Phone</b>
<b>NAME</b> - Project Stakeholder DOCCS - Procurement Officer	Phone Number  Email Address
<b>Debbie Cates</b> - Project Stakeholder Securus Technologies - Director, Technical Support	972-277-0314 dcates@securustech.net
<b>John Mannewitz</b> - Project Stakeholder Securus Technologies - Manager, Service Operations Support	972-277-0577 jmannewitz@securustech.net
<b>NAME</b> - Project Stakeholder Securus Technologies - Sales Vice President	Phone Number  Email Address
<b>NAME</b> - Project Stakeholder Securus Technologies - Major Account Manager	Phone Number  Email Address

### **Project Stakeholders and Participants – continued:**

The project team will consist of members from DOCCS and Securus Technologies. The following table identifies the project participant's title and contact information:

<b>Name/Title/Role</b>	<b>Email/Phone</b>
<b>NAME</b> - Project Manager DOCCS - Senior Capital Project Manager	Phone Number  Email Address
<b>NAME</b> - Project Manager DOCCS- Officer; Custody Business Ops/Special Projects	Phone Number  Email Address
<b>NAME</b> - Project Manager DOCCS - Telecommunications Analyst	Phone Number  Email Address

Name/Title/Role	Email/Phone
<b>NAME</b> - Project Manager Securus Technologies - Implementation Project Manager	Phone Number  Email Address
<b>NAME</b> - Project Team DOCCS - Office of Enterprise Technology; Senior Project Manager	Phone Number  Email Address
<b>NAME</b> – Project Team  DOCCS - Network Administrator	Phone Number  Email Address
<b>NAME</b> - Project Team DOCCS - Commander of Mainframe Operations & Tech. Support	Phone Number  Email Address
<b>NAME</b> - Project Team Securus Technologies – Client Manager	Phone Number  Email Address
<b>NAME</b> - Project Team Securus Technologies – Field Marketing Analyst	Phone Number  Email Address



## **Project Stakeholders and Participants Responsibilities**

The project team will consist of members from DOCCS and Securus Technologies. The following identifies the project participant's role and associated responsibilities:

### **DOCCS Executive Project Sponsor – (Main Site/State Contact)**

- Provides executive direction to the project team
- Provides funding and financial approval for the project
- Participates in formal project status review process
- Reviews and approves date changes to project's master schedule
- Makes all final critical decisions when necessary

### **DOCCS Project Owner – (Site/State Contact)**

- Participates in formal project status review process
- Reviews all project deliverables
- Provides interface and communications into other areas of DOCCS organization as needed
- Coordinates access to and scheduling for DOCCS Facilities staff
- Sign-off and acceptance of deliverables
- Reviews and approves date changes to project's master schedule
- Reviews and approves project change requests
- Makes all final critical decisions when necessary

### **DOCCS IT – (Site/State Contact)**

- Provides interface and communications into other DOCCS IT organization
- Coordinates access to DOCCS and systems as needed at the main office and remote locations, if necessary
- Participates in design review and approval
- Facilitates design review and approval by DOCCS

### **Securus Executive Project Sponsor – Mr. Robert Pickens**

- Provides executive direction to the Securus project team
- Provides guidance to the project team's leadership regarding project activities, scheduling, resource allocation, etc.
- Provides guidance to the project team with regard to project scope, tools, and processes
- Reviews all project deliverables (documents)

- Responsible for all deliverables

### **Securus Project Owner – (Securus SVP, Account Manager)**

- Responsible for successful completion of the project
- Support Project Manager and directs Securus project team
- Participates in formal project status review process
- Reviews all project deliverables
- Sign-off and acceptance of deliverables
- Reviews and approves date changes to project's master schedule
- Reviews and approves project change requests
- Makes all final critical decisions when necessary

### **Project Managers – (Securus PM/management, DOCCS PM and staff)**

- Serves as the central point of communication between DOCCS and Securus
- Facilitates all formal project communications
- Develops and maintains a detailed project plan and schedule
- Manages project logistics for scheduling project activities and resources
- Owns all project documentation including contracts, project change requests, official meeting minutes, and customer signoffs
- Handles miscellaneous information requests from project team members
- Provides both hard copy and electronic documentation
- Supports all phases of the project

## 1. Project Mission

### 1.1. *Mission Statement*

Provide an innovative hosted solution for inmate telephone services and tablets across DOCCS facilities on time and within budget.

### 1.2. *Business Need*

DOCCS desires a highly reliable and affordable service solution that will give DOCCS the support and capabilities to perform oversight and monitoring of inmate telephone calls and tablet utilization while maximizing contributions to the inmate general welfare fund.

### 1.3. *Project Product*

A complete and secure turn-key integrated inmate communications system with the benefit of value added features as future opportunities.

## 2. Project Duration (Approximate)

July 5, 2017 – October 2, 2017

## 3. In Scope and Responsible Parties

*(Sample of installation Scope of work details. Need to replace all information for what is in the RFP and/or Contract)*



Item	Responsible
1. Inmate Telephone System/ Tablets <ul style="list-style-type: none"> <li>a. Installation HW/SW</li> <li>b. Transport Installation</li> <li>c. Integration with JMS</li> <li>d. Acceptance Testing Plan</li> <li>e. Reference Materials</li> <li>f. Training Plan</li> <li>g. Marketing and Media Relations Assistance</li> <li>h. Software Updates (as they become available)</li> </ul>	Securus  *** (Item: 1d) - Shared responsibility with DOCCS (Item: 2)
2. Interfaces –2 Complete Integrations Total <ul style="list-style-type: none"> <li>a. From: DOCCS JMS to Securus for inmate information (Tablets)</li> <li>b. From: DOCCS IFCS to Securus for commissary information as applicable (Tablets)</li> </ul>	DOCCS (JMS/IFCS), Securus  *** DOCCS will review and approve data provided to vendors from their JMS system, to ensure authenticity. DOCCS will ensure compliance with CJIS dissemination policies. DOCCS will assist in resolving any roadblocks related to their JMS during all integration phases, as needed.

## 4. Out of Scope Items

### Securus Technologies:

- Lists all items which are identified during planning meetings which are discussed which have not been approved for the current installation.
- 2.

### DOCCS:

Business rules - which have not been identified in the RFP and translated to the contract as items which are required for installation.

## 5. Constraints

*Constraints are those "restrictions" that affect when an activity can be scheduled. Those "restrictions" are SCOPE, TIME, & COST.*

1. Integration testing matrix and validation points
2. Additional development items which are outside the Securus products and features
3. Transport configurations

4. Transport installation timelines
5. Contractor requirements
6. Contractor costs associated to hardware deployment
7. Facility related duties outside of Securus control and SLA
8. Facility Escort availability during circuit and hardware installations
9. Hardware delivery timelines based on project volume

## 6. Risks

*A risk is something that may happen and if it does, will have an adverse impact on the project.*

1. Integration Development items – Non Securus standard data transfer rules
2. Telecom delivery time lines
3. Transport delivery within SLA
4. Scope changes outside of contract
5. Change in Scope of work of hardware requirements
6. Security Templates identified

Site/State Stakeholder Name	Signature	Date
Site/State Stakeholder Name	Signature	Date
Site/State Stakeholder Name	Signature	Date
Securus Stakeholder Name	Signature	Date
Securus Stakeholder Name	Signature	Date
Securus Stakeholder Name	Signature	Date

Project Name:	DOCCS – Product installed
Prepared by:	PM – Securus Technologies, Implementation Project Manager
Date (MM/DD/YYYY):	

- Repeat desirable outcomes
- Avoid undesirable outcomes

[illegible]



## 1. Project Close-Out Discussion


### C. List areas of potential improvement:

Responsible Party	Description	Possible Mitigation

### D. Enter other comments:

--

## 2. Project Lessons-Learned Document / Signatures

**Project Manager(s):** Name – Location, Title  
Name – Securus Technologies, Implementation Project Manager

I have reviewed the information contained in this Project Lessons-Learned Document and agree:

Name	Title	Signature	Date (MM/DD/YYYY)
NAME	Stakeholder for Site/State	✕	
NAME	Stakeholder for Site/State	✕	
NAME	Implementation Project Manager – Securus Technologies	✕	
NAME	Supervisor, Project Management – Securus Technologies	✕	
NAME	Major Account Manager – Securus Technologies	✕	
NAME	Field Service Manager – Securus Technologies	✕	

The signatures above indicate an understanding of the purpose and content of this document by those signing it. By signing this document, they agree to this as the formal Project Lessons-Learned Document.

#### **3.8.1.1 Project Manager**

The vendor shall provide a fulltime project manager for the duration of the implementation until DOCCS has accepted all system components and services. The project manager shall be responsible for the development and implementation of the project plan, all transition and migration requirements and acceptance testing. Within 14 days of the notification of tentative contract award, the selected bidder must provide a résumé for its proposed Project Manager for DOCCS' approval. The State reserves the right to require additional information, including the use of direct interviews and demonstrations, to make a determination of the proposed Project Manager's qualifications. DOCCS reserves the right to accept or reject any proposed candidates for this position.

**SECURUS HAS READ, AGREES AND WILL COMPLY WITH THIS REQUIREMENT.**

#### **3.8.1.2 DOCCS' Resources**

In the Proposal, provide a breakdown of DOCCS' staff resources required for implementation, migration, and operation of their proposed solution.

**SECURUS HAS READ, AGREES AND WILL COMPLY WITH THIS REQUIREMENT.**

See 3.8.1 – Project Plan (page 226)

#### **3.8.1.3 Site Survey**

After notice of tentative award, the selected vendor shall be responsible for performing a site survey at all of DOCCS' facilities and identifying all installation and facility issues that could impact implementation.

**SECURUS HAS READ, AGREES AND WILL COMPLY WITH THIS REQUIREMENT.**

### **3.8.2 Call Recording Migration**

DOCCS currently stores one year of recordings within the existing ITS platform. The vendor must transfer existing recordings from the current vendor system to the proposed system without loss of information, chain of custody and playback ability.

**Describe the plan for this migration.**

**SECURUS HAS READ, AGREES AND WILL COMPLY WITH THIS REQUIREMENT.**

Per the Official Responses to Questions, Answer to Question 31, DOCCS agrees to amend 3.12 of the RFP to include the ability for a phase-out plan to allow the option of a "leave behind" system to maintain access to existing recordings upon expiration of the contract resulting from the RFP at the sole discretion of DOCCS.

Securus has significant experience transitioning to SCP from your current platform. We will work with the existing vendor to provide leave-behind access to the existing recordings and call detail records.



The plan for doing so will have to be worked out between Securus and the current vendor after contract award. The details and timing of the plan will be dependent on the cooperation of the current vendor and the technical characteristics of its data storage system. Securus will keep DOCCS apprised of the status of the plan and its progress as it is implemented.

### **3.8.3 Fallback Plan**

As part of the proposal, **provide details and procedures for the fallback plan to restore all services to the prior system in the event of failure upon cutover.**

**SECURUS HAS READ, AGREES AND WILL COMPLY WITH THIS REQUIREMENT.**

See 3.8.1 – Fallback Plan (page 226)

### **3.8.4 Acceptance Testing**

The project plan must include a draft Acceptance Test developed by the vendor. DOCCS will evaluate this plan for comprehensiveness **and reserves the right to make modifications to the plan to meet DOCCS' needs.** Failure to successfully complete the Acceptance Test may result in termination of vendor services and cancellation of the contract. DOCCS shall be the sole determinant of the success of the Acceptance Test. Billing for services under the contract will be contingent on the satisfactory completion of the Acceptance Test. If the initial acceptance test is not successfully accomplished, DOCCS, at its sole discretion, may require a retest of one or more of the acceptance test criterion.

**SECURUS HAS READ, AGREES AND WILL COMPLY WITH THIS REQUIREMENT.**

Acceptance Test Plan

## **PROJECT ACCEPTANCE**

### **INMATE TELEPHONE AND TABLET IMPLEMENTATION**

**NEW YORK STATE DEPARTMENT OF CORRECTIONS AND COMMUNITY SUPERVISION**

**1220 WASHINGTON AVE BLDG 2**

**ALBANY, NY 12226**

## PROJECT ACCEPTANCE OF THE INMATE TELEPHONE SYSTEM

This document establishes formal acceptance of all the deliverables for Inmate Telephone System Project. The Inmate Telephone System Project has met all the acceptance criteria as defined in the requirements document and project scope statement. A project audit has been performed to verify that all deliverables meet performance and product requirements. Additionally a product evaluation has been performed and determined that all products meet the quality and functional requirements defined within this project.

Transition to Operations has been completed. The live system has been handed over to Operations and the transfer of knowledge from the Project Team to Operations has also been completed. All training has concluded and the System Operations Guide has been handed over to Operations.

The Project Manager is authorized to continue with the formal close out of this project phase. The closeout process will include a post-project review, documentation of lessons learned, and release of the Project Team, close out all procurements and archive all relevant project documents. Once the closing process is completed the Project Sponsor will be notified and the Project Manager will then be released from this project phase.

### SPONSOR ACCEPTANCE

Approved by the Project Sponsor:

\_\_\_\_\_

Date: \_\_\_\_\_

Project Sponsor Name

Project Sponsor Title

### Acceptance Test of Integration

W e b  S e r v i c e s	"Create Account" on SCN/or "NewAcct Trans" on Unisys
	"Apply Payment" SCN/DLT /or "Prepaid Funding Trans" on Unisys /or "Credit"
	If "Automated Check" - Release Account on SCN/DLT / or "Credit On Release on Unisys" transactions processing, ALL: confirm at least one has a balance over 0.00
	Acct Auth, Order item, Apply Payment (DLT)
	NO Backouts on Trust / if found, validate reason w/ Vendor
	Location Update (SCN/ Unisys) - continued updated after go-live pin updates successful
S C P  U I	# of Active Custody Accounts in SCP is equal to vendor count or complete file - validate SCP is not growing at go-live and at 7 days
	Check Custody Account Change logs - confirm no manual pin changes being entered unless retain pin enabled, if found, notify PM
	If retain SCP pin was requested, confirm pins don't change in SCP UI when FTP files are processed
	Recycle Pin (recommend w/debit) confirm "no pin" on inactive accounts
	1st Call Free (FCF) calls processing (for new and rebooked inmates)
	COBP - inmate calls are successful (not just completed)
	Debit Call Type 2 - successful
	If using Trust, Call Type 3 is successful
F T P	If still using PPCC, Prepaid Card calls are attempted (do not have to complete, just attempted to show it is still enabled)
	Eimports/ PETL - confirm complete file is 10% larger than min. set (or set a min record count if needed)
S V V	If Instant Refunds - confirm we are not processing complete or release files
	SVV - confirm complete file is 10% larger than min. set
V G	Movements are successful
	No errors, groups are being populated
P r o v i s i o n i n g	For Automated Check refunds - confirm E-imports Debit Refund box is unchecked - ALSO CONFIRM THAT REFUNDS ARE PROCESSING IN WEBSERVICE**
	Confirm Western Union prompts do NOT play if the sites does not use Western Union



SVV 7 Day Install Monitoring	
Site Info	
Site ID	
Site Name	
Installer	
Cut Date	
Cable	
Bonded	
Adtran Count	
Adtran Type	
Station Count	
Business Day 1	<i>Within Parameters</i>
1st 24hr Recordings	
Packet Loss	
Onsite Visits (Qty)	
Remote Visits (Qty)	
Business Day 2	<i>Within Parameters</i>
Recordings Complete	
Recording Quality	
Packet Loss	
Onsite Visits (Qty)	
Remote Visits (Qty)	
Business Day 3	<i>Within Parameters</i>
Recordings Complete	
Recording Quality	
Packet Loss	
Onsite Visits (Qty)	
Remote Visits (Qty)	
Business Day 4	<i>Within Parameters</i>
Recordings Complete	
Recording Quality	
Packet Loss	
Onsite Visits (Qty)	
Remote Visits (Qty)	
Business Day 5	<i>Within Parameters</i>
Recordings Complete	
Recording Quality	
Packet Loss	
Onsite Visits (Qty)	
Remote Visits (Qty)	
Business Day 6	<i>Within Parameters</i>
Recordings Complete	
Recording Quality	
Packet Loss	
Onsite Visits (Qty)	
Remote Visits (Qty)	
Business Day 7	<i>Within Parameters</i>
Recordings Complete	
Recording Quality	
Packet Loss	
Onsite Visits (Qty)	
Remote Visits (Qty)	
MPLS parameters	less than 5% packet loss
Packet Loss	

Securus Transport 3 Day Validation Plan				
<b>Site Info</b>				
Site ID	Site Name, ST			
Site Name	Tech			
Installer	42481			
Cut Date	Cable			
Circuit Count (version)	1	Version =	Cable	DSL
Adtran Count	1		Speed in kbps ( from Speed Test if not MPLS )	
Adtran Type	924	Circuit Speed Up	xxxx	Note a T1 = 1544 kbps (= 1.544 mbps)
Phone Count	24	Circuit Speed Down	xxxx	
<b>Firmware Ver.</b>				
Firmware #1	R11 2.0-E.bis			
Firmware #2				
Firmware #3				
Firmware #4				
<b>Post Install Ticket</b>				
Heat Ticket Number	15433331			
<b>Day 1</b>				
Installer	42481			
Day to be Checked	#VALUE!	Data Source : Orion - interface (ie eth 0/1) Custom Chart - Average Transmit bps : Average Receive bps : Min/Max Transmit bps : Min/Max Receive bps		
<b>Circuit Speed Used in kbps</b>	<b>Transmit</b>	<b>Receive</b>	<b>Transmit Ratio</b>	<b>Receive Ratio</b>
Average kbps Circuit#1			0	0
Average kbps Circuit#2			0	0
Average kbps Circuit#3			0	0
Average kbps Circuit#4			0	0
<b>Circuit Speed Peak in kbps</b>				
Peak kbps Circuit#1			0	0
Peak kbps Circuit#2			0	0
Peak kbps Circuit#3			0	0
Peak kbps Circuit#4			0	0
<b>Circuit Bandwidth</b>	<b>Average</b>	<b>Peak</b>		
Circuit#1	0.00%	0.00%		
Circuit#2	0.00%	0.00%		
Circuit#3	0.00%	0.00%		
Circuit#4	0.00%	0.00%		
<b>Circuit Packet Loss (Avg)</b>				
Packet Loss (Avg) Circuit#1				
Packet Loss (Avg) Circuit#2				
Packet Loss (Avg) Circuit#3				
Packet Loss (Avg) Circuit#4				
<b>Circuit Packet Loss (Peak)</b>				
Packet Loss (Peak) Circuit#1				
Packet Loss (Peak) Circuit#2				
Packet Loss (Peak) Circuit#3				
Packet Loss (Peak) Circuit#4				
<b>Day 2</b>				
Installer	4/21/2015			
Day to be Checked	#VALUE!			
<b>Circuit Speed Used in kbps</b>	<b>Transmit</b>	<b>Receive</b>	<b>Transmit Ratio</b>	<b>Receive Ratio</b>
Speed Used Circuit#1			0	0
Speed Used Circuit#2			0	0
Speed Used Circuit#3			0	0
Speed Used Circuit#4			0	0
<b>Circuit Speed Peak in kbps</b>				

Speed Peak Circuit#1			0	0
Speed Peak Circuit#2			0	0
Speed Peak Circuit#3			0	0
Speed Peak Circuit#4			0	0
Circuit Avg Bandwidth	Average	Peak		
Bandwidth Avg Circuit#1	0.00%	0.00%		
Bandwidth Avg Circuit#2	0.00%	0.00%		
Bandwidth Avg Circuit#3	0.00%	0.00%		
Bandwidth Avg Circuit#4	0.00%	0.00%		
Circuit Packet Loss (Avg)				
Packet Loss (Avg) Circuit#1				
Packet Loss (Avg) Circuit#2				
Packet Loss (Avg) Circuit#3				
Packet Loss (Avg) Circuit#4				
Circuit Packet Loss (Peak)				
Packet Loss (Peak) Circuit#1				
Packet Loss (Peak) Circuit#2				
Packet Loss (Peak) Circuit#3				
Packet Loss (Peak) Circuit#4				
Day 3				
Installer	4/21/2016			
Day to be Checked	#VALUE!			
Circuit Speed Used in kbps	Transmit	Receive	Transmit Ratio	Receive Ratio
Speed Used Circuit#1			0	0
Speed Used Circuit#2			0	0
Speed Used Circuit#3			0	0
Speed Used Circuit#4			0	0
Circuit Speed Peak in kbps				
Speed Peak Circuit#1			0	0
Speed Peak Circuit#2			0	0
Speed Peak Circuit#3			0	0
Speed Peak Circuit#4			0	0
Circuit Avg Bandwidth	Average	Peak		
Bandwidth Avg Circuit#1	0.00%	0.00%		
Bandwidth Avg Circuit#2	0.00%	0.00%		
Bandwidth Avg Circuit#3	0.00%	0.00%		
Bandwidth Avg Circuit#4	0.00%	0.00%		
Circuit Packet Loss (Avg)				
Packet Loss (Avg) Circuit#1				
Packet Loss (Avg) Circuit#2				
Packet Loss (Avg) Circuit#3				
Packet Loss (Avg) Circuit#4				
Circuit Packet Loss (Peak)				
Packet Loss (Peak) Circuit#1				
Packet Loss (Peak) Circuit#2				
Packet Loss (Peak) Circuit#3				
Packet Loss (Peak) Circuit#4				



Securus Call Metric Acceptance							
Site ID	45001						
Site Name	Site Name, ST						
Installer	Tech						
Cut Date	4/21/2016						
Transport Type	Cable						
Week Total	Summary						
Call Volume Total	164,521						
Call Volume Comp	81,585						
Call Volume Incomp	82,936						
Call type	Incomplete Calls	Complete Calls	Total Calls	Threshold	Actual Call Rate	Threshold Met	
Advanced Connect	5,740	45,969	51,709	40%	88.90%	Yes	
Debit	67,795	26,089	93,884	25%	27.79%	Yes	
Direct Bill	560	532	1,092	30%	48.72%	Yes	
Free Call	8,638	8,400	17,038	35%	49.30%	Yes	
Prepaid Calling Card	203	595	798	60%	74.56%	Yes	
Instant Pay	19,691	1,939	21,630	5%	8.96%	Yes	
Text2Connect	84	105	189	10%	55.56%	Yes	
Pay Now	105	84	189	5%	44.44%	Yes	
Account Activator	16,828	1,645	18,473	5%	8.90%	Yes	

Securus Product and Feature Acceptance and Fallback Execution			
Product/Feature	Monitoring Definition	Pass/Fail	Fallback Action
Call Recording			
First Calls Free			
Instant Pay - Account Activator			
Instant Pay - Pay Now			
Instant Pay - Text2Connect			
International Calls			
Investigator Pro / CVV			
Investigator Pro Pin Check			
Language Prompts			
Location Based Services (LBS)			
Max Call Duration			
PAN - Automated (Auto PAN)			
Prepaid Calling Cards			
Pre-Recorded Name			
Remote Call Forwarding Detection and Prevention (RCF)			
Securus Voicemail			
System Logging			
TDD/TTY			
THREADS			
Voice Biometrics			
VPM			
3 Way Call Detection			
Allow Calls to Cell Phones			
Alternate Inmate ID, Info & Grouping			
Ask DTN First			
BNA Lookup			
Call Party Block			
Call Tracker			
Caller Name Recording			
Calling Restriction Remaining Announcement			
Calling Restrictions			
Covert Alert			
Crime Tip			
Customer Caller ID			
DTMF Detection			
DTN Limits			
Emergency Calls			
Generate Random PIN			
Global List at Port Group			
ICER			
Informant Line			
Check In SCN UI - Tools / Reports / Officer Check-In			
PAN - Manual			
Passive Acceptance			
Random Announcements			
Random Marketing Announcement			
Recording Indicator			
Recycle PIN			
Scan Patrol Logging			
Site Caller ID			

Virtual Groups			
Wireless Indication			
Secure Instant Mail			
Managed Access (WCS)			
Tablets			
ConnectUs Platform			
ConnectUs - Emergency Call			
ConnectUs - Inmate Handbook			
ConnectUs - Inmate Videos			
ConnectUs - Job Search			
ConnectUs - Module: Commissary Ordering			
ConnectUs - Module: Grievance			
ConnectUs - Module: Law Library			
ConnectUs - Phone Call			
ConnectUs - Website Education			
ConnectUs - Module: Sick Call			
Video Visitation - At Home			
Video Visitation - On Site			
Video Visitation - Storage Retention			



### **3.8.5 Equipment Disposal**

The contractor shall be responsible for the removal and environmentally certified disposal of all existing unused ITS equipment no later than 120 days after the successful completion of the acceptance test.

The contractor will be responsible for removal of all equipment replaced during the term of the contract at no cost to DOCCS. All data and software must be completely removed and destroyed in compliance with DOCCS security policies and procedures and certification of the completed decimation process provided.

**SECURUS HAS READ, AGREES AND WILL COMPLY WITH THIS REQUIREMENT.**

## **3.9 Data Exchange**

The ITS contractor and DOCCS' computing systems routinely exchange data to provide timely updates to the ITS that allow proper validation of an attempted call prior to processing. The contractor must comply with the frequency and data exchange format as specified in Attachment D, *Data Exchange Elements*, and provide communication access for the data exchange 24 hours per day. Where appropriate, DOCCS will make a reasonable attempt to add or modify formats or schemas to accommodate the vendor for new services implemented resulting from a contract award. Data Exchange Specifications are subject to change during the resulting contract term.

**SECURUS HAS READ, AGREES AND WILL COMPLY WITH THIS REQUIREMENT.**

### **3.9.1 National Information Exchange Model (NIEM) Standards**

The contractor agrees to migrate the existing data exchange requirements to data standards consistent with the NIEM as they become operational for ITS data elements at no cost to DOCCS. The bidder may find additional information regarding NIEM standards at <http://www.niem.gov>.

**SECURUS HAS READ, AGREES AND WILL COMPLY WITH THIS REQUIREMENT.**

### **3.9.2 Data Reconciliation**

The vendor shall provide on a weekly basis all data to DOCCS in a format specified by DOCCS in Attachment D for the purposes of data reconciliation. DOCCS will reconcile the vendor's data and transmit exceptions in the same format as the daily modifications as specified in Attachment D. The vendor shall accept the modifications as the master record.

**SECURUS HAS READ, AGREES AND WILL COMPLY WITH THIS REQUIREMENT.**

## **3.10 Information Ownership**

~~DOCCS shall own all inmate data, call recordings, and customer account records (collect call, pre paid, and credit), and DOCCS' information developed, stored or used in the ITS. The vendor shall act as custodian of that information in accordance with applicable statutes,~~

~~policies, regulations and procedures and shall provide the information to DOCCS upon request in a form and manner specified by DOCCS. The vendor agrees not to sell, use, share or display any data or to use data for any other purpose unless agreed upon, in writing, by DOCCS.~~

DOCCS shall own all inmate data and call recordings and DOCCS' information developed, stored or used in the ITS. Vendor shall provide DOCCS access to customer account records excluding private financial data. (replaced by Addendum II)

**SECURUS HAS READ, AGREES AND WILL COMPLY WITH THIS REQUIREMENT.**

### **3.11 Security**

Due to the sensitive, public safety nature of the services under the resulting contract, the vendor must describe, in detail, the security measures that will be taken for personnel, data, communications, systems and facilities in a Security Plan.

The security plan must address the steps the vendor will take with regard to protecting all information and services that result from this RFP.

**Describe the security plan, including specific processes and procedures that your company will take to ensure the confidentiality of all information and data.**

**SECURUS HAS READ, AGREES AND WILL COMPLY WITH THIS REQUIREMENT.**

Securus Technologies has a dedicated staff of IT Security Professionals with multiple security certifications such as CISSP, CISA and Infosec Evaluation Methodology from the National Security Agency. The Information Security Framework used at Securus is based on the NIST 800 series of standards which provides a solid basis for assuring the confidentiality, integrity and availability of information is adequately secured based on risk and value.

Securus Technologies is compliant with multiple regulations and standards such as CPNI, and state PII notification laws. These controls have been confirmed through external SAS-70 and SOX audits. As stated earlier in this response, Securus is the only inmate telephone manufacturer and service provider to be certified as compliant within the Sarbanes-Oxley Act and also is the only provider to be able to obtain a SAS-70, Type II audit certification.

# Information Security

December 2016

Table of Contents





#### **3.11.1 ITS System Security**

The vendor shall describe the ITS system security for all data stored locally or in a central database.

**Describe the proposed security system. All information must be encrypted.**

#### **SECURUS HAS READ, AGREES AND WILL COMPLY WITH THIS REQUIREMENT.**

Securus Technologies utilizes a “least access privilege” methodology in which information is restricted to a “need to know” basis. Confidential information is encrypted during transmission based on data risk assessments. Access to systems is restricted using unique login credentials to assure non-repudiation which is tied to password policy controls that include length, complexity and expiration requirements. A formal change control process is utilized for access to the production systems that incorporate a privileged account checkout process to assure that access is granted to only the systems being affected and only for the duration of the authorized change control.

The Securus Secure Call Platform (SCP) provides an advanced, multi-level password scheme specifically designed to provide facility administrators the ability to assign unique levels of access to anyone using the different features of the SCP. There are view and change options for each module depending on the need of the user.

# Manage, Create, Edit, Predefine User Levels in SCP

MANAGEMENT LEVEL  
Facility  
Securus Demo Site

Security Templates

ADD NEW

Administrators can manage, review, edit, and delete all security templates, predefined templates, and add new templates as required - all from one location in SCP.

NAME	DESCRIPTION	PREDEFINED
3rd Shift - blocking only	Night jailers can block number but no changes otherwise	
5.0 Huang test	Huang test	
5.0.1 Add Template	Huang Test	
5.1Huang Test	Huang test	
ADC-test1	This is for the demonstration	
ALL BUT NO 3 way	ALL permissions but no 3 way	
ALL BUT NO FREE	All but free	
Admin - Crime Tip Modify	Crime Tip Modify Access Admin	✓
Admin - Crime Tip Read	Crime Tip Read Access Admin	✓
Admin - Informant Line Modify	Informant Line Modify Access Admin	✓
Admin - Informant Line Read	Informant Line Read Access Admin	✓
Admin - No Monitor	Administrator w/o Live Monitoring Rights	✓

The administrator may modify the initial access levels or create additional levels based on facility clearance objectives for each tool. SCP generates a user log with the user name, time of access, and modules accessed.

## Create New Security Templates

MANAGEMENT LEVEL  
Facility  
Securus Demo Site

Create New Template

FILL IN TEMPLATE INFORMATION ( \* Indicates Required Fields )

Name: Sheriff Access \*

Description: \* (200)

Administrators can create new security templates based on unique requirements.

Admin Monitor Reports System

CONTROLLED AREA	CAN VIEW	CAN CHANGE
Admin - Security Templates	<input type="checkbox"/>	<input type="checkbox"/>
Admin - User Management	<input type="checkbox"/>	<input type="checkbox"/>

Create Cancel

## Additional Password Policy Options

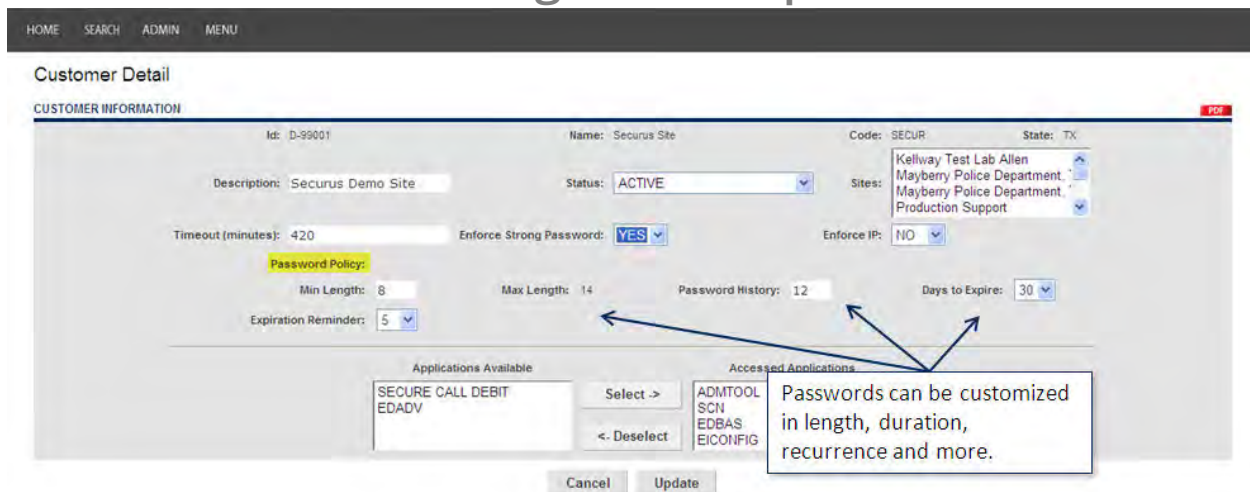
SCP provides flexible Password Policy options, enabling administrators to customize login security to meet their needs. Passwords can be configured by location, length, days to expire, and even the number of password cycles before password reuse. Additional



configuration options include reminders for password expiration and minutes of allowable inactivity before session timeout.

If a user does not change their password before expiration, the user must contact the site administrator for password reset. This administrator assigns a random password and requires the user to create a new password when they log in.

## Password Configuration Options in SCP



The screenshot displays the 'Customer Detail' page for 'Securus Site' (Id: D-99001). The 'Password Policy' section is highlighted, showing settings for Min Length (8), Max Length (14), Password History (12), Days to Expire (30), and Expiration Reminder (5). A callout box with arrows pointing to these settings states: 'Passwords can be customized in length, duration, recurrence and more.' The page also shows 'Applications Available' (SECURE CALL DEBIT, EDADV) and 'Accessed Applications' (ADMTOOL, SCN, EDBAS, EICONFIG).

The "Forgot Your Password" feature available from the login screen offers online support for users who have forgotten their password. System security requires users to provide the correct answers to preset questions before their password can be reset. Once a new password is created, SCP emails confirmation to the address linked to the user ID.



## Data Security

The Securus SCP is in a carrier-class data center that has some of the most comprehensive security measures in the telecommunications industry. Multiple layers of security control physical access to the Securus network facilities.

Security personnel maintain the following procedures for allowing entry into the data centers:

- Security personnel are on premise 24x7x365
- Cardkey reader (electronic badge) access for entry
- All persons having a business need to access company premises must carry identification badges at all times

- Man traps at each entry and exit point in the data center. Man traps use two sets of doors that both require electronic badge entry. The first set of doors must close before the second can open.

## Access Procedures

All visitors, customers, contractors, and repair personnel must gain access from the security officer on duty.

Customers, contractors, repair personnel, maintenance personnel, and non-local employees can access buildings and critical areas only with an escort. Vendors may access buildings and critical areas only during working hours and also require an escort.

Certain ICS providers would like you to believe that Securus was “hacked” based on an article that appeared last November in *The Intercept*. After this article was published, Securus retained outside counsel to conduct an independent investigation of the allegations appearing in the article. Counsel’s investigation team included world renowned forensic experts.

After an exhaustive investigation, the team concluded that no system or database of Securus was “hacked” or otherwise unlawfully accessed, much less that inmate recordings or other data in a Securus system or database was unlawfully listened to, copied, read, or otherwise “stolen.” Rather, the investigators determined that the data/database at issue was on a third party platform over which Securus had absolutely no ownership or operational control.

Further, although this third party system was unlawfully accessed (by someone unlawfully obtaining an id and password to access the system), there is no evidence that inmate call recordings or other data were actually listened to, copied, read, or otherwise “stolen.” So it is manifestly false to claim that a Securus database or system was “hacked” and our data was “stolen.” No Securus system or database has ever been “hacked” or otherwise unlawfully accessed.

Securus takes the security and access to our software/application very seriously and hence have implemented one of the strongest controls in the industry. Securus access controls for all systems are audited for compliancy with the following accreditations/certification:

- SSAE16; (SOC1, SAS70): Statement on Standards for Attestation Engagements (SSAE) No. 16, Reporting on Controls at a Service Organization

- SOX: The Sarbanes–Oxley Act of 2002, is a United States federal law that set new or enhanced standards for all U.S. public company boards, management and public accounting firms.

The applicability and adherence to access policies are applied across all systems with regular frequency control (Daily, Weekly, Quarterly, Semi-annual, and Annual) and overall Security protocol process flow is audited on a yearly basis.

Our customer facing applications use a combination of Microsoft Active Directory and Databases for authorization and authentication controls. This combination of technologies helps us implement the above mentioned access controls seamlessly in our environment for customer peace of mind.

#### **3.11.2 Jurisdiction**

The vendor must guarantee DOCCS that it will not transport or make available physically, electronically, verbally or in any other form or manner, any data (either test or production) provided or produced under the contract that is awarded as a result of this RFP outside of the borders of the United States.

**SECURUS HAS READ, AGREES AND WILL COMPLY WITH THIS REQUIREMENT.**

#### **3.11.3 Compliance**

The vendor will comply with all the DOCCS' security policies and procedures and requirements as well as State security policies including, but not limited to, the NYS Enterprise Information Security Office (EISO). Information for this Security Policy is available at [www.its.ny.gov/eiso/policies/security](http://www.its.ny.gov/eiso/policies/security).

**SECURUS HAS READ, AGREES AND WILL COMPLY WITH THIS REQUIREMENT.**

#### **3.11.4 Background Checks**

The vendor's personnel must meet DOCCS' requirements for background checks and be subject to ongoing review to assure that staff continues to meet security screening standards.

**SECURUS HAS READ, AGREES AND WILL COMPLY WITH THIS REQUIREMENT.**

#### **3.11.5 Information Security Breach**

The vendor shall notify DOCCS immediately if it experiences any security breach that may cause DOCCS' data and/or customer's data to be corrupted or inappropriately accessed or used. Such notice shall occur within four (4) hours of any incident.

**Provide a copy of your data security breach notification and response procedures.**

**SECURUS HAS READ, AGREES AND WILL COMPLY WITH THIS REQUIREMENT.**



On intrusions, every incident is evaluated individually and appropriate action is taken based on severity. The escalation process is commensurate to the event, and each event is documented and communicated for review by senior management. Securus administrators adhere to our “Cyber Security Incident Response Plan” when Network anomalies are escalated. The plan is documented within our corporate Information Security policy. Breaches, should they occur, are handled in accordance with our “Data Breach Policy” which is also defined in the Master Information Security Policy.







### 3.12 Phase-Out Plan

~~The vendor shall provide DOCCS with a full explanation on how it will handle a transition situation at the end of the contract period. Any DOCCS owned equipment located outside DOCCS' sites, such as recording equipment and software, must be provided to the next contractor or DOCCS at no cost. DOCCS shall own all premised based equipment installed and all data. At DOCCS direction, the contractor must provide any and all data including call recordings to the new vendor or DOCCS.~~

The vendor shall provide DOCCS with a full explanation of how it will handle a transition to a succeeding vendor at the end of the contract period. The plan must describe how the vendor will 1) provide any and all data including call recordings to the succeeding vendor or DOCCS in a manner that will allow DOCCS to access individual recordings using the succeeding vendor's system; or 2) a mechanism that will allow DOCCS to search for and access individual recordings for up to one year after the transition is complete. The plan must also describe how "Flagged" call recordings, which are retained indefinitely, will be provided and/or made accessible to DOCCS following the transition to the succeeding vendor. The plan must also describe how the proposed transition plan will maintain the chain of custody of individual recordings, whether Flagged or not, should they be needed as evidence following the transition to the new system. Any DOCCS-owned equipment located outside DOCCS' sites, such as recording equipment and software, must be provided to the next contractor or DOCCS at no cost. DOCCS shall own all premised-based equipment installed and all data. (replaced by Addendum II)

#### **SECURUS HAS READ, AGREES AND WILL COMPLY WITH THIS REQUIREMENT.**

Securus intends to earn DOCCS business and trust, and establish a lasting relationship with DOCCS. If we are not fortunate enough to retain your business, we have a thorough phase-out plan that will make the transition as smooth as possible. A phase-out plan needs to take into consideration more than continuing to provide DOCCS with access to inmate call recordings. From an operational perspective, the plan needs to incorporate the migration of database information. Today's inmate calling platforms store a tremendous amount of

inmate information that is built over several years. If this information is not provided to the incoming provider, DOCCS will bear the burden of trying to gather the information.

Securus will provide all of the following information to the incoming vendor in an electronic format, such as Excel, PDF, CSV file, that will allow them to import the information to the respective platform.

Existing PIN list (active)

Existing PAN list

Global allowed list

Global blocked call list

Call restrictions by PIN, facility, housing unit, time of day, and day of week

Other inmate telephone system data as requested and directed by DOCCS

Securus' Secure Call Platform Command Center will continue to provide the DOCCS authorized staff access to the inmate recorded calls for a period of one year, and will work with the awarded vendor to facilitate access to "flagged" calls. Since the recordings will still reside in the Securus SCP system, the same chain of custody guarantee that Securus maintains during this contract will still be in place. There will no longer be a need to download tapes to removable media and hope that the chain of evidence is still valid.

### **3.13 Training**

The vendor shall specify the training requirements and expected roles and responsibilities for all of DOCCS' ITS staff required for the planning, implementation and on-going operation of the ITS. The vendor shall provide all training at no cost to DOCCS.

The vendor will deliver the needed training in a manner, at a location and according to a schedule approved by DOCCS. All training will include proficiency testing and additional training will be provided at no additional cost until all participants achieve proficiency. The vendor will provide refresher training or training for new staff as needed at no cost.

**List and describe all training, including the title, length, general content, and the proposed schedule for the training.**

#### **SECURUS HAS READ, AGREES AND WILL COMPLY WITH THIS REQUIREMENT.**

Securus provides product training for all SCP features in the agreement with DOCCS. Experienced Securus employees conduct all training through online instructor-led classes or on-site, one-on-one and classroom training sessions at no cost. We deliver standard training using both hands-on experiences with your data and using instructor demonstrations to ensure each trainee understands all SCP functions.

Securus training programs enable facility staff to use all features the first day of installation. Since our products are web-based, after a two or three-hour training session, most facility staff can easily maneuver through the system's features.

In addition to standard training, Securus will develop an online training experience to meet the unique needs of your staff and facility. We offer separate classes focused on different agency functions such as investigations, live call monitoring, and system administration. Securus offers online instructor-led courses available twice a month throughout the year for product upgrades, new facility staff, or general refreshers. *Securus ongoing training ensures your staff always "stays on top" current and newly released SCP features.*

### **Continued Training Opportunities Through Bi-annual Investigative Technology Workshops**

Securus recognizes the importance of keeping up with changes in technology. This proposal includes transportation, lodging and food for up to five (5) DOCCS staff to attend bi-annual Investigative Technology Workshops at our state-of-the-art Technology Center, located in Dallas, Texas. These workshops will not only enhance the skills and capabilities of staff; they can function as training and certification opportunities, as well. This is in addition to the on-going training and support provided throughout the contract term.

## SCP Training Course Modules

Securus is committed to providing your staff with training that will maximize the potential of the features implemented at your facility. Training courses are offered in a user-friendly, task-oriented format to teach your staff what they need to know to do their job. We present courses in separate modules based on the types of duties officers tend to perform using the SCP inmate telephone system while focusing on the unique features of our applications.

The following table presents the standard SCP training course modules and associated learning objectives.

### SCP Course Modules

Course Module	Objective
Getting Started	Logging in Navigating through the features Managing your password Contacting Technical Support for service calls
User Administration Activities	Creating and changing user accounts



	Defining a user's role and granting access permission Resetting a user's password Deactivating and/or deleting users Running user management reports
<b>Inmate Administration Activities</b>	Adding and changing inmate phone accounts Deactivating inmate phone accounts Setting up the phones to meet your requirements Using administrative reports
<b>Monitoring Activities</b>	Reviewing Call Detail Records (CDRs) Monitoring live calls Listening to recorded calls Using monitoring reports Saving calls and burning to CD
<b>Investigation Activities</b>	Using CDRs for investigations Recognizing trends in inmate activity Using other investigative tools to collect evidence "Digging" into the details
<b>Super User Activities</b>	Learning time-saving tips and tricks Discussing actual facility situations and turning evidence into intelligence Troubleshooting for operational and maintenance staff to minimize unnecessary service calls

## SCP Online Help

Securus also provides online self-help available at all times from a convenient Help menu accessible through SCP. Trainees use this online application to find quick answers to their questions about SCP. Keyword searching offers immediate access to the information or users can follow the table of contents for a full learning experience. Step-by-step instructions are designed to help the user complete tasks.

Officers can print one topic or the entire help system if a full User Manual is preferred. Securus continuously upgrades and enhances SCP, so we recommend only printing the section needed to ensure all printed material is current.

The following figure illustrates the SCP Online help screen































- Account number (Of the officer)
- PIN (PIN number associated with an officer)
- Officer ID
- User Name (SCP user ID of the officer if he/she has one)
- First and Last Name
- Call Status
- Date and Time Range
- Results per page

## Officer Check-In Report

**Secure Call Platform** Facility Routing Number: 99001

HOME SYSTEM MONITOR TOOLS **ADMIN** FACILITY PORTAL

**MANAGEMENT LEVEL**

Facility	Site	Phone Group	Phone
Securus Demo Site	All Sites	All Phone Groups	All Phones

**Officer Check In Messages Results**

**FILL IN SEARCH CRITERIA** (\* Indicates Required Fields)

(Use \* for wild card / partial searches)

Account#	PIN	Officer ID	User Name
First Name	Last Name	Call Status: Complete	

Results per page: 10

Start: 01/19/2010 00:00:00 End: 04/19/2011 23:59:59

Search Reset

**12 Results** PAGE 1 OF 2

SITE	PHONE LOC	NAME	USERNAME	ACCOUNT # / PIN	OFFICER ID	DUR	CALL STATUS	MESSAGE
Securus Demo Site	LP 7	Ken Burns	kburns	POC1123 5555	3838383	23 (s) 0.38(m)	complete	03-01-2010 10:11:43
Securus Demo Site	LP 7	Ken Burns	kburns	POC1123 5555	3838383	20 (s) 0.33(m)	complete	03-03-2010 17:03:58
Securus Demo Site	LP 7	Alie Smith		12346 12346	12346	19 (s) 0.32(m)	complete	03-03-2010 17:04:00
Securus Demo Site	LP 7	Lira User		12347 12347	12347	25 (s) 0.42(m)	complete	03-05-2010 10:35:11
Securus Demo Site	LP 7	Ken Burns	kburns	POC1123 5555	3838383	20 (s) 0.33(m)	complete	03-05-2010 10:35:57
Securus Demo Site	LP 7	Ken Burns	kburns	POC1123 5555	3838383	91 (s) 1.52(m)	complete	03-05-2010 10:49:22

## Personal Allowed Number Frequency Report

The Personal Allowed Number (PAN) Frequency Report shows phone numbers that appear in multiple PAN lists. Users enter threshold numbers to define search criteria. For example, a threshold of "four" will show phone numbers that appear on more than four PAN lists.

## Personal Allowed Number Frequency Detail Report

The PAN Frequency Detail Report allows users to search PAN lists to see phone numbers that appear more than once.

# Personal Allowed Number Frequency Report

**Secure Call Platform**

HOME | SYSTEM | MONITOR | TOOLS | ADMIN | FACILITY PORTAL

Modify Facility:  
MANAGEMENT LEVEL  
Facility: Securus Demo Site  
All Data

**PAN Frequency Search**  
FILL IN SEARCH CRITERIA (\* Indicates Required Fields)  
(Click "For wild card / partial searches")

Threshold: 4

Search EXCEL PDF CSV Reset

70 Results  
PAGE 1 OF 7

SITE	CALL ID #	FREQUENCY
Securus Demo Site	(1) 9722770596	16
Securus Demo Site	(1) 9722770556	14
Securus Demo Site		

**PAN Frequency Detail Search**  
FILL IN SEARCH CRITERIA (\* Indicates Required Fields)  
(Click "For wild card / partial searches")

Country Code: 1 | Rated Number: 9722770596

Search EXCEL PDF CSV Reset

16 Results  
PAGE 1 OF 2

SITE	CALL ID #	NAME	PR
Securus Demo Site	(1) 9722770596	Pblax08 Pmlax08 Hnrc08	9610008
Securus Demo Site	(1) 9722770596	TLax02 TH0802 Thrc02	1110002
Securus Demo Site	(1) 9722770596	Test QA	962009
Securus Demo Site	(1) 9722770596	Test Gerald	0343 0343

## CrimeTIP Report

The CrimeTIP report allows users to search for and listen to any anonymous crime tip messages left by inmates, outside parties, or officer replies. Search criteria include:

- Mail Box ID
- Call Type
- Date / Time Range
- Results per page

# CrimeTIP Report

**Secure Call Platform** Facility Routing Number: 99001

HOME SYSTEM MONITOR TOOLS ADMIN FACILITY PORTAL

MANAGEMENT LEVEL: **Admin**

Secure Demo Site All Sites

**TIPS Search**

☐ FILL IN SEARCH CRITERIA (Facilities Receive Filter)  
(Use \* for wild card (partial) searches)

Mail Box ID:  Call Type: **ALL**

Date Criteria: **Date/Time Range** Results Per Page: **10**

Start Date/Time: 01/28/2011 00:00:00 End Date/Time: 04/26/2011 23:59:59

**35 Results** PAGE 4 OF 4

ITEM	SITE	PORT LOG	REPLY MAILBOX	CALL TYPE	START	END	DUR (S)
	Secure Demo Site	js test 4		Offender	04-19-2011 16:46:35	04-19-2011 16:47:01	0
	Secure Demo Site	js test 4		Offender	04-19-2011 16:49:39	04-19-2011 16:50:23	34
	Secure Demo Site	js test 4		Offender	04-21-2011 01:45:50	04-21-2011 01:46:42	32
	Secure Demo Site	js test 4		Offender	04-21-2011 01:51:02	04-21-2011 01:52:00	57
	Secure Demo Site	js test 4		Offender	04-21-2011 01:53:34	04-21-2011 01:54:03	29

## Informant Line Report

The Informant Line Report allows users to search for calls placed to the informant line and distinguish these calls from regular inmate calls. Search criteria include:

- Site name from which the call originated
- Phone location as labeled in the system
- Facility code
- Dialed number
- Start date/time
- End date/time
- Duration of call
- Offender Account Number
- Offender PIN
- Prepaid card number if used
- Offender first, middle, and last name
- Type of call (voice mail, person call, prepaid call, debit call)
- Status of call (complete/incomplete)
- Reason for call termination



- Reason for block
- Call properties (watched number, RCF detected, three-way attempt, private number)
- Destination zone (local, intrastate, interstate, international)
- Desired results per page

## Informant Line Report

**Secure Call Platform** Facility Routing Number: 99001

HOME SYSTEM MONITOR TOOLS ADMIN FACILITY PORTAL

MANAGEMENT LEVEL: Secure Demo Site All Sites All Phone Groups All Phones

**Informant Line Call Records Search**

☐ FILL IN SEARCH CRITERIA (\*Indicates Required Fields)  
(Use \* for wild card / blanks attached)

Country Code:  Dial Number:  Destination Zone:  International: ☐  
 Country Account #:  FBI #:  Prepared Account #:  Watched: ☐  
 First Name:  Last Name:  Termination Category:  Call Status:  Private: ☐  
 Termination Category:  Call Status:  Private: ☐  
 Data Criteria:  Results Per Page:  Voice Recordings: ☐  
 Start Date/Time:  End Date/Time:  BCP: ☐

**2 Results** PAGE 1 OF 1

INFO	PROFILE	CALL ID	REASON	DATE	TIME	CALL DURATION	CALL TYPE	CALL STATUS	CALL PROPERTIES
Secure Demo Site	LP 17	(1) UNLISTED Local	04-21-2011 02:04:40	04-21-2011 02:04:59	19 (s)	0.32 (m)	Complete	Called party hangs up	
Secure Demo Site	LP 17	(1) 9722770529 Local	04-21-2011 02:17:00	04-21-2011 02:18:02	22 (s)	0.2 (m)	Complete	Called party hangs up	

## Secure Call Platform Debit Report

The SCP Debit Report allows users to:

- Query Offender Debit/Prepaid call detail records (CDRs) by user-specified criteria
- View all debits and credits that occurred during a specific period for an individual inmate, for all inmates in a facility, or for all facilities

## Secure Call Platform Debit Report

**Secure Call Platform**

HOME SYSTEM MONITOR TOOLS ADMIN FACILITY PORTAL

MANAGEMENT LEVEL

Facility: [Dropdown] Inmate: [Dropdown] Phone Group: [Dropdown] Phone: [Dropdown]

Securus Debit Svc Securus Debit Svc All Phone Groups All Phones

**SCP Debit Report Search**  
(Negative numbers will be displayed in parenthesis)

FILL IN SEARCH CRITERIA (Asterisks Required Fields)

(Use \* for wild card - partial searches)

Inmate First Name: [Text] Last Name: [Text] Custody Account #: [Text] PIN: [Text]

User Name: [Text] User Comments: [Text] Description: [Text]

Type: [Dropdown] Amount: [Dropdown] Exclude Automated Process: ☒

Note: Please limit search range to no more than 31 days

Start: 10/19/2010 00:00:00 End: 11/18/2010 23:59:59

Search Reset

Site	Account # / PIN	Inmate First/Last	Type	Amount	Date/Time (in Central Time)	User	Reference #	Description	Comment
Securus Debit Svc	0048 0345	Devon Tait	Debit	\$100.00	11/18/2010 00:00:00	Securus	2010201000004-0345	Debit	
Securus Debit Svc	1000010 R-100001010000	TN L0045	Debit	\$100.00	10/20/2010 11:12:00	Securus	201020101024-1020010	Debit	
TOTALS									
Action Type				Quantity	Amount				
Payment				0	\$0.00				
Credit				2	\$200.00				
Debit				0	\$0.00				
				2	\$200.00				

## Export capabilities for reports

Authorized users have fast and convenient access to SCP reports. They can save, retrieve, and share reports in the following file formats:

- Adobe® PDF
- Microsoft® Excel
- Comma Separated (CSV)

Users can also save reports to multiple destinations or upload data from the report into their other databases for further analysis.

## Custom Reports

The Securus Secure Calling Platform (SCP) is very flexible and easy to use and allows the user to create almost limitless reporting. Should customized reports be needed, Securus

will provide them to DOCCS at no charge except in those cases where the customized report would require a significant allocation of resources or material changes to Securus systems and procedures.

In the small number of instances where development is needed (e.g. capturing additional information from other systems), Securus will provide the development free of charge unless the request involves significant cost to Securus. In such cases DOCCS will be given the option to pay for the additional services without markup by Securus.

Please see section/tab – REQUESTED DOCUMENTATION for a complete list of reports. (page 531)

Please see 4.2.8 for a sample bill reflecting monthly billing for individual lines, groups of lines and the master account. (page 419)

### **END OF SECTION 3: TECHNICAL REQUIREMENTS**



## 4 Customer Service

### 4.1 Support Services for DOCCS

#### 4.1.1 Principal Technical Support Representatives

The vendor shall assign primary and secondary representatives who will be knowledgeable of DOCCS' operational and support requirements and service levels and who will act as the DOCCS' principal liaisons for both Technical and Customer Support and be available 24 hours per day. When the primary liaison is unavailable, the secondary shall assume those duties. DOCCS prefers that the primary contact be resident in New York State. Within 14 days of notification of the tentative contract award, the selected bidder must provide résumés of the proposed representatives for DOCCS approval. The State reserves the right to require additional information, including direct interviews and demonstrations, to facilitate a determination of the proposed representatives' qualifications. DOCCS reserves the right to accept or reject any proposed candidates for this position.

**SECURUS HAS READ, AGREES AND WILL COMPLY WITH THIS REQUIREMENT.**

#### 4.1.2 Toll-Free Access

The vendor must provide DOCCS with toll-free access for technical support that is available 24 hours per day, 365 days per year. Customer support access to knowledgeable personnel must be available within ten (10) minutes of the contact initiation by DOCCS.

**SECURUS HAS READ, AGREES AND WILL COMPLY WITH THIS REQUIREMENT.**

#### 4.1.3 DOCCS' Authorized Representatives

DOCCS will establish an authorized list of individuals or titles who have the authority to open trouble tickets and request maintenance dispatch or support services. The vendor will only act on the request of an authorized individual on the list.

**SECURUS HAS READ, AGREES AND WILL COMPLY WITH THIS REQUIREMENT.**

#### 4.1.4 Gate Clearance

The vendor shall be responsible for establishing all gate clearances in conformance with DOCCS' policies and procedures for on-site visits.

**SECURUS HAS READ, AGREES AND WILL COMPLY WITH THIS REQUIREMENT.**

#### 4.1.5 Ticketing System

The vendor shall utilize an automated ticketing system to log, track, manage and assure appropriate response to all calls for support. DOCCS and/or its representatives shall be provided real-time access to this system including the ability to create new tickets and run reports on service tickets related to services provided to DOCCS. Reporting capabilities associated with this system must comply with Section 3.15 above. The

vendor must be prepared to work with DOCCS to integrate the proposed ticketing system with the trouble ticket system utilized by DOCCS.

**Describe how this system will provide the required functions and explain the system's capabilities. Include details as to what level of visibility and access DOCCS will have.**

## **SECURUS HAS READ, AGREES AND WILL COMPLY WITH THIS REQUIREMENT.**

### **Event Tracking System**

The Securus event tracking system logs, tracks, manages, and assures an appropriate response to all service requests. The service request generates a unique trouble ticket number linked to each facility's service history and provides real-time updates. Each ticket has a priority level assignment, which drives diagnosis and response processes. The support technician performs initial problem diagnosis and isolation procedures, determines the nature of the problem, and resolves the problem or engages the appropriate party for problem resolution.

The TSC maintains ownership of all service requests and responsibility for the escalation and update functions. Every effort is made to resolve problems remotely and within the framework of resolution timeframes. However, if the problem requires on-site service, a technician is dispatched. Securus will contact the facility to arrange for the on-site service at the convenience of the facility.

DOCCS facilities can also open and track trouble tickets through our convenient facility portal.

### **Facility Portal**

Securus provides customer facilities with one of the only anywhere, anytime, single-point-of-access customer portals in the industry. Approved users can access all calling activity, including all call detail reports. The Facility Portal also serves as the user interface to the Securus electronic trouble ticket system. Authorized users can initiate trouble tickets for repairs, track the real-time ticket status, and generate current and historical reports of trouble tickets with the Facility Portal. The facility Portal generates a tracking number for each ticket opened. Users can search for service tickets by ticket number or by date search. All updates are sent electronically in real-time to the originator of the ticket, as well as to DOCCS designee.

# Open Service Ticket

FRIENDS & FAMILY

CORRECTIONAL FACILITIES

ABOUT US

CAREERS

CONTACT US

Facility Portal

Facility Name

Dashboard

Portal Manager

Commissions Reports

General Reports

Order Materials

Downloads & User Guide

Service Center

Your Tickets

Create A Ticket

Date Search

Search Tickets

Create Service Ticket

Site: Facility Name

Problem Category: Please Choose a Category

Suggested Priority: Please Choose a Category

Problem Description: CDR Report Question/Request  
Full Outage  
Inmate Can't Place Call  
Other  
Partial Outage  
Password Reset  
Phone/Equipment Replacement  
PIN Reset  
SCP User Interface Question

Submit Ticket

# Manage Your Service Tickets

FRIENDS & FAMILY

CORRECTIONAL FACILITIES

ABOUT US

CAREERS

CONTACT US

Facility Portal

Facility Name

Dashboard

Portal Manager

Commissions Reports

General Reports

Order Materials

Downloads & User Guide

Service Center

Your Tickets

Create A Ticket

Date Search

Search Tickets

Help

Secure Call Platform

Log-Out

Your Service Tickets

SITE NAME	TICKET #	DESCRIPTION	LAST UPDATED	STATUS
Facility Name	13902690	Div 11 VB enrollments	2011-08-16 09:56:04	Closed
Facility Name	13799269	Voice Biometrics - the customer is enrolling/re-enrolling inmates in VB at Division 11...	2011-08-12 11:06:10	Closed
Facility Name	13792501	Report Request: Calls completed in 2008 from Division 1, Tier B-4 Call period is 9/1...	2011-08-05 15:19:43	Closed
Facility Name	13783054	customer reports that he creates an iso image to burn to DVD and when image was downlo...	2011-07-29 10:24:54	Closed
Facility Name	13782536	Voice Biometric - Re-enrollments the customer is doing re-enrollments of inmates at t...	2011-07-28 11:10:58	Closed

1234

Total Tickets



Clicking the ticket number in the service history generates a report with ticket detail. Users can review all the notes and the final resolution of any closed ticket at any time. If the ticket is currently open, users can create a new journal note. Consent to close a ticket can also be performed using the notes section.

Example of ticket detail:

## Ticket Detail

The screenshot displays the Facility Portal interface. The header includes navigation links: FRIENDS & FAMILY, CORRECTIONAL FACILITIES (active), ABOUT US, CAREERS, and CONTACT US. The main content area is titled 'Ticket Details #13529104'. It shows the following information:

- Ticket #13529104**
- Call Description:** Inmate pod /i black phone not working
- Ticket Priority:** 3
- Ticket Status:** Closed
- Date Opened:** 12/29/2010 8:14:24 AM
- Last Update:** 12/29/2010 8:51:24 AM
- Solution Description:** credit supp.

Below the ticket details is a section for 'JOURNAL NOTE ENTRIES' with two entries:

ipaddress	timestamp	description
ipaddress	12/29/2010 8:40:01 AM	Issue Resolved - i/voting for Customer Approval
ipaddress	12/29/2010 8:38:53 AM	Authorization Obtained from Hogan

At the bottom of the journal notes section is a button labeled 'Create A New Journal Item'.

## Facility Portal Reports

DOCCS users can view or download several reports from the Facility Portal:

- **Ticket Detail** – Clicking the ticket number in the service history generates a report with ticket detail.
- **Calling Activity Report** – This report provides details on the number and type of calls made from a telephone number at the facility.
- **Call Type Summary Report** – This report provides details on the number and type of calls made from a specific telephone number at the facility. Calls will be broken down by local, intraLATA, interLATA and interstate.
- **Daily Call Volume Snapshot** – This report shows a daily snapshot of calls and minutes compared to the daily average
- **Monthly Call Frequency Chart** – This chart details the most frequently called numbers from the facility.
- **Preliminary Monthly Revenue Report** – This report details all calls, minutes and revenue for a specific date range.

- **Preliminary Daily Revenue** – This report details all calls, minutes, and revenue for a specific date.
- **Investigation Tool** – This tool allows for tracking of a specific dialed number from any of the approximately 2,600 facilities serviced by Securus.

#### 4.1.6 DOCCS' Access to Customer Information

The vendor shall provide DOCCS and/or its representatives with secure online, real-time access to all customer information regarding account status and history.

**Describe how this function will be provided, and explain its capabilities. Include details as to what level of visibility, access, and reporting DOCCS' ITS staff will have.**

#### SECURUS HAS READ, AGREES AND WILL COMPLY WITH THIS REQUIREMENT.

Securus will provide DOCCS and/or its representatives with secure online, real-time access to all customer information regarding account status and history that is allowed by law.

Securus will provide DOCCS with SCP access to inmate debit account status, call charges, history and call data, online and in real-time. Securus will also provide DOCCS access to the Facility Portal for additional call detail information.

Securus will provide other information to DOCCS as requested and as allowed by law.

Please see 4.2.8 to review a sample bill reflecting monthly billing for individual lines, groups of lines and the master account. (page 419)

## Standard Reports Available through SCP User Interface

The Securus Secure Call Platform (SCP) has a dedicated report writer that provides investigative information based on the call detail records. This sophisticated reporting tool provides a reporting interface into all calling activities.

Users can search and analyze call details on all calls placed from each inmate telephone through SCP. These details include date, time, duration, telephone number, origination, destination, inmate ID, termination reason, and more. SCP retains call details on all call attempts. Users can customize the standard reports by varying search criteria, such as date range, facility, or call length.

SCP provides standard reports with parameter fields that allow the user to define the information content of each report based on the following criteria options:

- Per phone, per location, and per offender
- Destination number (partial or full number entry)
- Date and time range
- Call frequency
- Call type (completed, incomplete, blocked)
- Number restriction and/or status assignment
- Personal allowed number cross-referencing
- Graphical display of call fluctuation
- Broad search with no data entry
- Suspected fraudulent call activity
- Offender name
- Offender PIN (if used) and/or account number
- Prepaid calling card number
- Destination zone (local, interLATA, interstate, intraLATA, international)

The Investigative Reports section compiles data and opens the information in a report format, on the workstation monitor. Investigative Reports provides multiple functions for call playback and copying call recordings to remote media. Authorized personnel can use this unique application to generate a report even when only a little information is available.

A full set of reports that administrative users need daily, as well as a full set of investigative reports, makes Securus' Standard Reports generator anything but standard.

## Call Detail Report

The Call Detail Report (CDR) provides investigators an intuitive and user-friendly report to view or search virtually anything related to an inmate call, including:

- Site name from which the call originated
- Phone location as labeled in the system
- Facility code
- Dialed number
- Start date/time
- End date/time
- Duration of call
- Inmate Account Number
- Inmate PIN
- Prepaid card number if used



- Inmate first, middle, and last name
- Type of call (voice mail, person call, prepaid call, debit call)
- Status of call (complete/incomplete)
- Reason for call termination
- Reason for block
- Call properties (watched number, RCF detected, three-way attempt, private number)
- Destination zone
- Desired results per page

The Securus Secure Calling Platform (SCP) is very flexible and easy to use and allows the user to create almost limitless reporting. Should customized reports be needed, Securus will provide them to DOCCS at no charge except in those cases where the customized report would require a significant allocation of resources or material changes to Securus systems and procedures.

In the small number of instances where development is needed (e.g. capturing additional information from other systems), Securus will provide the development free of charge unless the request involves significant cost to Securus. In such cases DOCCS will be given the option to pay for the additional services without markup by Securus.

The Securus Secure Call Platform (SCP) retains call detail records on all call attempts. Authorized users can quickly run reports to spot calling trends, assess monitoring efforts, investigate suspicious activities, and manage phone usage.

Users can customize reports by changing search criteria such as date, time, call duration, telephone number, originating telephone, destination, inmate ID, termination reason, and much more.

The following steps show the ease of producing valuable, customized reports:

1. Place the cursor over Tools. A drop down menu will appear.
2. Move the cursor over Reports to see a menu of standard reports.
3. Click on the type of report you want. SCP will display the appropriate fields associated with that report.
4. Verify the correct Management Level is displayed or make changes as necessary. (This setting allows you to select the facilities, sites, phone groups, or phones you want to search.)
5. Enter your search criteria in the appropriate fields and click Search.

The records matching the search criteria will display. With a single click, the data can be instantly exported to Excel, CSV (Comma Separated Values), or Adobe PDF format.

Users will be able to sort on any of the following data elements.

Site	Agency Type	Promotional Call
Phone Location	Call Type	Text Call
Country Code	Call Status	Language
Dialed Number	Termination Category	DTMF Detection
Start Date/Time	Block Reason	DTMF Digits
End Date/Time	Privacy	Text2Connect Call
Duration	Watched	Prepaid
Account #	International	First Name
PIN	3-way Detected	Promotional Call
Continuous Voice Verification	Remote Call Forward Detected	Voice Biometrics
		Amount

The resulting report can easily be saved, printed out, or emailed to others.

## Selecting a Report to Run

### Secure Call Platform

The screenshot displays the 'Secure Call Platform' interface, specifically the 'Reports' section. The top navigation bar includes links for HOME, SYSTEM, MONITOR, TOOLS, ADMIN, and FACILITY PORTAL. The 'Reports' section is active, showing a list of reports on the left and a detailed search criteria form on the right.

**Reports List (Left):**

- Reports - Saved Searches
- Recording Mgmt
- System Logs
- Word Spotting Mgmt
- Call Detail
- Call Frequency
- Call Tracker
- Hourly Usage
- Informant Line Report
- Emergency Call Report
- Covert Alert CDR
- TIPS
- Officer Check-In
- PAN Frequency
- PAN Frequency Detail
- SCP Debit
- CVV Configuration
- Investigator Pro
- RCFD Action Configuration
- PAN Management
- Word Spotting Report

**Search Criteria Form (Right):**

(Use \* for wild card / partial searches, and text areas with bold labels)

**Country Codes:** [Text Field]

**Custody Account #:** [Text Field]

**First Name:** [Text Field]

**Termination Category:** -- ALL --

**Call Type:** -- ALL --

**Text2Connect:** -- ALL --

**Search Notes:** ☐

**Tracker #:** [Text Field]

**Alternate ID:** [Text Field]

**Inmate Grouping:** [Text Field]

**Date Criteria:** Date/Time Range

**Start:** 02/16/2016 00:00:00

**End:** 02/16/2016 23:59:59

**Results Per Page:** 100

**Buttons:** Search, Save Criteria, EXCEL, PDF, CSV, Reset

#### 4.1.7 Court Evidence and Expert Witness Testimony

The vendor shall provide verification that its methods and procedures meet accepted legal standards for chain of evidence in legal proceedings. At no cost to DOCCS, the vendor shall provide affidavits as required throughout the term of the contract, support any legal proceedings, and provide expert witness testimony as needed. In the last five (5) years DOCCS has experienced approximately ten (10) incidents requiring expert witness services.

#### **SECURUS HAS READ, AGREES AND WILL COMPLY WITH THIS REQUIREMENT.**

The Securus Secure Calling Platform (SCP) provides a patented method for ensuring the authenticity of inmate call recordings made through the platform. This security feature—the Chain of Evidence—is a key component of SCP and is automatically included in all installations. The Chain of Evidence prevents tampering with the call detail record and call recording. SCP encrypts, time-stamps, and verifies the authenticity of each recording.

SCP meets or exceeds the Rules of Evidence used in state and federal courts for the admissibility and authenticity required in a court of law.

In addition to the Chain of Evidence provided through SCP, Securus will provide expert staff to testify, at no cost to DOCCS, to the authenticity of the call recordings made on SCP.

## Chain of Evidence

A phone call made on the Securus SCP creates a record, known as a call detail record (CDR), which includes—at a minimum—the following information:

- Customer name
- Facility name
- Originating station
- Destination number
- Start and stop time of the call
- PIN, if used by the facility

This information provides context information about the call. It is this context that differentiates a typical recording from one that can survive an evidentiary challenge to its authenticity. SCP combines this contextual information with the audio data in memory and writes the information to disk as a continuous data stream. It is not possible to modify the recording after recording to disk, and each recording contains the critical information about the authenticity of the data.

Storing this data in one combined unit creates a strong audit trail for identifying and proving the origin of the recorded call.



## Creating the Audio Data

The recording process starts as soon as the called party answers the phone. This provides a record of the entire interaction between the SCP and the called party before the called party accepts the call. This interaction includes everything the called party says and all voice-over announcements, including the following information:

- Location of the originating call
- Inmate name
- Call rates
- Call acceptance
- Notification messages, such as the standard announcement that the call is subject to monitoring and recording

The recording is “complete” in real time and does not depend on the inmate and called party ending the call to have a “header” or other information written into the CDR. This feature is significant because the recording package is constructed real-time throughout the call and is un-editable, or locked, with all of the required data to identify the call. This guarantees that any recording produced for legal purposes is the original data (recording and call details) and cannot be modified.

## Downloading Calls as Evidence

SCP allows authorized users to copy recorded conversations to any external media device connected to the user’s PC, such as CD, DVD, mp3 player, or USB drive. This feature facilitates easy sharing of recordings for investigative or court purposes. To maintain the accuracy of data and recordings during downloading and copying, SCP stores the files—both audio and CDR information—embedded within an industry-standard read-only format that prevents the possibility of tampering.

“I estimate that I request phone records for eight out of every ten subjects I investigate, and of the 100 subjects that I have helped convict over the past four years, probably half of those were because of telephone recordings provided by the Securus platform. Securus has been so successful in assisting with my cases that the US Attorney’s Office has asked me to get inmate calls for all cases.”

*- Master Police Detective Michael Wachsmuth, a Tactical Field Officer working with the Alcohol, Tobacco, and Firearms division of the Federal Justice Department.*

## 4.2 Support Services for Customers

DOCCS requires that the vendor provide account holders with responsible, reliable customer service and support as outlined herein. The vendor shall utilize an automated ticketing system to log, track, manage, and assure appropriate response to all calls for support from Customers. Reporting capabilities associated with this system must comply with Section 3.15 above.

**Describe how this system will provide the required functions and explain the system's capabilities. Include details as to what level of visibility and access DOCCS' ITS staff will have.**

### SECURUS HAS READ, AGREES AND WILL COMPLY WITH THIS REQUIREMENT.

Securus' Oracle System, RightNow, maintains all Family & Friend records. Family & Friend records are not managed at the site level but at the Family & Friend Billing Telephone Number or Securus Internal account number. 90% of Family & Friend issues are fixed within a First Call Resolution. The remaining 10% of issues not resolved via First Call typically handled within 3 to 4 business days. Due to PCI compliance Family & Friend account information is not available for sites to access.

### The Securus Best-in-Class Service Offering

The Securus product offering is like no other in the industry. Through our robust platforms, we offer more products and investigative applications than any of our competitors. The list below highlights a selection of Securus' comprehensive offering:

- Inmate identification: biometric and/or security code validation
- Calls on a prepaid or collect basis to friends and family members
- Identity authentication of called party
- Call restriction to certain parties (e.g., judges, jurors, witnesses, and victims)
- Detection and restriction of unauthorized call forwarding
- Real-time call monitoring capabilities
- Real-time credit quality assessment of called party
- Interface capabilities to many commissary and/or jail management systems

Over the past 20 years, Securus has spent more than \$100 million and devoted 300,000 man-hours developing an advanced, packet-based network platform that provides many cost and service advantages for our customers. We have transitioned nearly 2,600 facilities to this advanced platform from inferior, legacy, Premise-Based systems that many of our competitors continue to use.

The Securus calling systems include:

<b>SCA Architecture (SCA)</b>	<p>Serves as the backbone of the Securus platform, which results in significantly lower operating and capital costs through its implementation</p> <p>Comprises a robust data repository housing multiple data marts that each hold billions of bytes of stored information gathered from multiple sources</p> <p>Delivers an intelligent retrieval system that retrieves and processes user requests through a cross-application, cross data-mart retrieval process</p>
<b>Secure Call Platform (SCP)</b>	<p>Serves correctional facilities as well as inmates, friends, and family members</p> <p>Offers networking functions, robust system and application stability and redundancy, heightened security features, user auditing, and password-specific utilities</p> <p>Provides a proprietary, packet-based centralized calling platform widely recognized as the best in the industry</p>
<b>Secure Connect Network (SCN)</b>	<p>Provides a packet-based, digital transmission system for all communications transport</p> <p>Allows the Securus calling platform to provide real-time turn-on/turn-off flexibility for most system features, 24x7x365 offsite monitoring, immediate system upgrades, and repairs from one central location</p>
<b>SCP User Interface</b>	<p>Provides a single-point, easy-to-use user interface to all programs, applications, and services</p>
<b>Prepaid Calling Programs</b>	<p>Offers calling services to facilities or their commissaries who then sell directly to the inmates.</p> <ul style="list-style-type: none"> <li>○ Prepaid calling cards used by inmates</li> <li>○ Domestic and international</li> <li>○ Paperless, card-free prepaid calling solution for inmates (debit services)</li> </ul>
<b>Securus Correctional Billing Services</b>	<p>Provides nationwide customer care and billing center dedicated to inmates' family members and friends, 24 hours per day, 365 days per year</p> <p>Offers multiple payment options, including prepayment of charges, remittance directly to the local phone company, and credit card payments</p>
<b>Additional Products and Services</b>	<p>Automated Information Services (AIS)</p> <p>Email and voice mail services</p> <p>Covert Alert services</p> <p>Voice biometric products</p>



Sophisticated investigative tools  
Jail management software  
Video visitation  
Contraband cell phone control

Securus retains more than 98% of customers – the best in the industry – because we are committed to providing the best customer service to family members and friends of inmates. Securus spent more than \$2 million to build an in-sourced customer call center staffed by Securus employees rather than the poorly managed and highly inferior foreign call centers that our largest competitors use. Lastly, Securus Field Service Technicians are Securus employees (not contractors) who follow the strict guidelines our correctional facility customers demand. Many of our competitors use third-party contractors who might have other priorities.

Inmate friends and family members can manage all phone services, video visitation services, and email services from [www.secrusutech.net/friends](http://www.secrusutech.net/friends) or [www.securustechnologies.com](http://www.securustechnologies.com).



The image shows the top section of the Securus Technologies website. On the left is the Securus Technologies logo. To its right is a login section with fields for 'Email Address' (containing the placeholder 'Type your email address') and 'Password'. Below the email field is a 'Remember Me' checkbox. To the right of the password field are links for 'Login Assistance' and 'Enroll Now'. A green 'LOGIN' button is positioned to the right of the password field. Below these elements is a dark navigation bar with links: Home, Phone Services, Video Services, Jail Voicemail, Money Transfer, Email Services, Facilities We Serve, FCC, Customer Care, and Live Chat. Below the navigation bar is a large banner featuring a photo of a smiling woman and two children. To the right of the photo, the text reads 'Welcome to SECURUS TECHNOLOGIES' in large blue letters, followed by the tagline 'connecting what matters™' in a smaller, italicized font. A blue button with the text 'Get Started Now!' is located at the bottom right of the banner.

**SECURUS**  
Technologies

Email Address Password  
Type your email address LOGIN  
☐ Remember Me Login Assistance Enroll Now

Home | Phone Services | Video Services | Jail Voicemail | Money Transfer | Email Services | Facilities We Serve | FCC | Customer Care | Live Chat

Welcome to  
**SECURUS TECHNOLOGIES**  
*connecting what matters™*  
Get Started Now!

#### **4.2.1 Toll-Free Access**

The vendor shall provide toll-free telephone access to knowledgeable customer service staff for at least the normal inmate telephone operating hours, which are currently 7:00 a.m. to 11:00p.m. ET, 365 days per year. All customer service representatives must have access to up-to- date customer account information including at a minimum billing, payment and blocked call status and history.

#### **SECURUS HAS READ, AGREES AND WILL COMPLY WITH THIS REQUIREMENT.**

Securus is unique among its national competitors in offering an in-sourced, US-based call center to provide customer service to friends and family members of inmates. Our 200+ seat call center employs customer service representatives who are Securus employees, trained and managed to Securus' standards.

Live agent support is available to friends and family members seven days a week, 24 hours a day, and 365 days a year.

#### **4.2.2 Executive Order Number 26**

Bidders should review this executive order prior to submitting proposals. You may access the executive order on the Governor's Web site: [No.26 STATEWIDE LANGUAGE ACCESS POLICY](#) In the event that translation/interpretation services are required for languages other than the Spanish language, the selected Contractor must agree to comply with any requests by DOCCS to provide documents or other assistance to allow for translation or interpretation to be conducted.

#### **SECURUS HAS READ, AGREES AND WILL COMPLY WITH THIS REQUIREMENT.**

#### **4.2.3 Customer Account Access**

The vendor shall provide customers with secure web-based access to account information including billing, payment and blocked call status and history. Customers should be provided the capability to securely add funds to their pre-paid account online. The vendor must transfer all existing accounts at no cost to the account holders.

**Describe how your solution provides this functionality and explain its capabilities.**

#### **SECURUS HAS READ, AGREES AND WILL COMPLY WITH THIS REQUIREMENT.**

Inmate friends and family members can manage all phone services, and email services from [www.secrusutech.net/friends](http://www.secrusutech.net/friends) or [www.securustechnologies.com](http://www.securustechnologies.com). There is no charge for customers to transfer accounts to Securus.



Welcome to  
**SECURUS TECHNOLOGIES**  
*connecting what matters™*

[Get Started Now!](#)

**Securus Video Visitation**  
allows you to visit from  
**ANYWHERE!!**

**Download the Securus  
Video Visit App Today!**

[Download on the Google Play](#) [Download on the App Store](#)

## Phone Services

### ADVANCE CONNECT

Phone Number: (972) 922-8823  
Account Number: 12454515  
Available Funds: **\$0.00**

**ADD FUNDS**

[Manage Account](#) ▼

[Call Details](#) ►

[Transaction Details](#) ►

[Block & Unblock Calls](#) ►

Account Status:

Account Relation: Owner

Want to ensure you always have funds?

Sign up for AutoPay or TextPay by clicking [here](#).

#### Manage Account

Authorized Phone Numbers

[Edit](#)

Securus Alerts

[Edit](#)

Account Statement

[Download](#)

AutoPay/TextPay Enrollment

[Enroll](#)

[Close Account](#)



#### 4.2.4 Customer Outreach

DOCCS meets periodically with inmate advocacy groups to discuss a variety of issues. The vendor's representative(s) will be required to attend such meetings to discuss ITS related issues.

**SECURUS HAS READ, AGREES AND WILL COMPLY WITH THIS REQUIREMENT.**

#### 4.2.5 Call Blocking

The vendor must notify customers prior to initiating a block on collect calls. If a collect call account is in arrears and the vendor applies a block, the vendor must provide an opportunity for the customer to establish a pre-pay account.

**Provide details on how this will occur, at a minimum provide details for the following:**

- **The steps initiated to contact the customer and describe how many and what types of attempts will be made**
- **What procedures are followed**
- **The timeframes between each step in the process**
- **The specific reasons why a call is blocked**
- **Any automatic processes that trigger a block**
- **What are the procedures and timeframes for customers to remove a block**

**SECURUS HAS READ, AGREES AND WILL COMPLY WITH THIS REQUIREMENT.**

Securus sends low balance AdvanceConnect account notifications via text to a mobile device or an email address provided by the user. Securus also sends direct bill invoice due notifications via text or email.

Securus also has outgoing message phone dialers for "low balance" and "invoice due" notifications. When they receive one of these calls, users can either fund an account or pay their bill via our interactive voice response system. If an account has been blocked because funds are low, or a bill is due, users can unblock their account through this convenient payment method. Users can also access Securus Online to pay bills and fund accounts.

Upon payment verification, the blocked status is removed, and calls can begin processing immediately.

## Account Activator

Securus completes as many calls as possible, and provides the inmate with descriptive prompts as to why a call might be blocked. One of our initiatives for completing every call is our Account Activator application.

For calls to numbers that can't be billed with traditional collect billing methods, Account Activator allows a brief conversation to occur during the first call to that number and then requires the called party to set up an account to receive future calls.

After the brief conversation, the inmate's friend or family member is connected to Securus' IVR in an attempt to set up a billing arrangement. During this time, the inmate is informed of the blocked status and requested to call at a later time while an account is set up for the called party.

## Automated Operator Services

SCP includes an Interactive Voice Response (IVR) system that provides Automated Operator Services (AOS). This automated assistance uses clear and concise, professionally recorded voice prompts to establish call acceptance and to assist inmates and called parties throughout the calling process.

When the called party answers the phone, SCP's advanced answer detection triggers the call acceptance voice prompt. The called party hears, "Hello, you are receiving a collect call from [inmate's name], an inmate at the [DOCCS facility]. This call is subject to monitoring and recording." SCP then gives the called party the following menu options:

- "To accept this call, press 1."
- "To refuse this call press 2."
- "To hear the rates and charges for this call, press 7."
- "To block future calls to your number, press 6."

Additional options provided by AOS include:

### Available Options to Called Parties

Request a rate quote  
Hear the name of the facility and inmate calling  
Accept or reject the call  
Request available balance of an AdvanceConnect account or available credit of the Direct Bill account  
Hear instructions on how to add more money to their prepaid account or pay their Direct Bill Account  
Connect to a live agent to setup a pre-paid account  
Choose to hear the prompts on the system in English, or the language selected by the

### Available Options to Inmates

Listen to prerecorded announcements  
Choose to place a collect or debit call; if debit, PIN entry is requested, the inmate hears the available balance in their account and the cost of the call  
Select a specific language at the beginning of the call (if configured)  
Acknowledge that the call is going to be monitored and recorded  
Hear available call time (prompt will tell the inmate call time limits based on calling schedules or calling restrictions)

inmate (if configured for this option)  
Pay for the incoming call with InstantPay (if available)  
Hear optional marketing message (by request of DOCCS)  
Block their number prior to accepting a call using SCP's patented Perma Block technology\*

Identify themselves by PIN or Voice Biometrics (if configured)  
Add, remove, and/or listen to the phone numbers on their PAN list (if configured)  
Hear optional marketing message (by request of DOCCS)

**\*SCP's automated operator also provides a patented Perma Block process, which allows a called party to block their number permanently. This feature may be used to block calls from any inmate in the facility. The ability to immediately block calls helps reduce the number of called party complaints. The called party can also choose to end the call by hanging up. A called party can contact the call center to unblock future calls.**

## Blocking / Unblocking Calls – Securus Online

Inmate friends and family members can manage all phone services, video visitation services, and email services from [www.secrusutech.net/friends](http://www.secrusutech.net/friends) or [www.securustechnologies.com](http://www.securustechnologies.com).



## Securus Online

**SECURUS Technologies**

My Account | Phone Services | Video Services | Securus Alerts | My Settings | Customer Care | Securus Home

**Securus Video Visitation** allows you to visit from ANYWHERE!!  
Download the Securus Video Visit App Today!

Download on the Google Play | Download on the App Store

### Phone Services

**ADVANCE CONNECT**

Phone Number: (972) 922-8823  
Account Number: 12454515  
Available Funds: **\$0.00**

**ADD FUNDS**

Manage Account ▾  
Call Details ▶  
Transaction Details ▶  
Block & Unblock Calls ▶

Account Status:  
Account Relation: Owner  
Want to ensure you always have funds?  
Sign up for AutoPay or TextPay by clicking [here](#).

**Manage Account**

Authorized Phone Numbers [Edit](#)  
Securus Alerts [Edit](#)  
Account Statement [Download](#)  
AutoPay/TextPay Enrollment [Enroll](#)  
[Close Account](#)

## Global Call Blocking

Securus will establish a global call blocking table during installation that prevents inmates from making calls to specific numbers. Typically, the database includes numbers to local judges, sheriffs, facility personnel, jury members, attorneys and witnesses. SCP offers unlimited blocking so the call blocking table may contain as many entries as needed.

All dial-around area codes and exchanges, such as 800, 900, and 976, are blocked by default. Access to live operator services, such as 0, 411, and 911, are also blocked by default.

Authorized facility personnel can administer blocked numbers using the SCP user interface. All blocked numbers have an associated "Note" field stored in the blocked number database to record specific information for future reference.

# Global Lists – Number Blocking

HOME SYSTEM MONITOR TOOLS ADMIN FACILITY PORTAL

MANAGEMENT LEVEL

Facility: Securus Demo Site Site: All Sites Phone Group: All Phone Groups Phone: All Phones

General Global Lists Calling Restrictions

+ Add New

GLOBAL LIST SEARCH CRITERIA

(Use \* for wild card / partial searches)

Dated Number: 999 9999999 City/Code/Phone: --- Blocked: ☒ Reason: Witness number Private: ☐ Watch: ☐ Record Calls: ☐ Passive Acceptance: ☐ Word Spotting: ☐ Status: ACTIVE Description: Search Reset

## Call Termination Warning

The Securus call termination warning provides the inmate and the called party notifications of call termination, and to notify why a call is blocked or not completed, by voice prompt one minute before the end of the pre-programmed call time limit. All call records contain a reason for termination code indicating why each call ended. Examples of termination reasons are:

- "The person you called has hung up. Goodbye."
- "Your call was answered but positive acceptance was not received from the called party possibly indicating an answering machine. Goodbye."
- "The number you called is busy. Please try again later. Goodbye."
- "The number you dialed was not answered. Goodbye."
- "No third party calls are allowed. This call is being terminated. "
- "Your PIN is inactive. Please hang-up and try your call again at a later time. "
- "Thank you for using [brand name] {Securus}."
- "No calls are allowed at this time. Goodbye."
- "Your call was not accepted. Goodbye."
- "You have entered an invalid response, please hang up and try your call again. Goodbye."
- "Your allowed numbers list is full. Goodbye."
- "The number you dialed is not on your approved calling list. Goodbye."
- "This call is being terminated by the facility. Goodbye."
- "The prepaid account balance is lower than needed to place this call."

- "You do not have sufficient funds to continue this call. Please hang-up and try your call again at a later time."
- "Please hang-up and try your call again at a later time."
- "That is not a valid mail box id. Thank you for using {product name}. [example: the Crime Tip System] ."
- "The number you dialed is blocked from receiving collect calls at this time. Goodbye."
- "The number you dialed is blocked from receiving calls at this time."
- "Your account has been suspended. Goodbye."
- "That number is restricted. Goodbye."
- "The number you dialed was not answered. Goodbye."
- "You have entered an invalid telephone number."
- "Your PIN is not authorized for use at this facility."
- "That is not a valid PIN number. Your account information cannot be verified at this time. Please hang-up and try your call again at a later time."
- "You have reached your maximum number of calls allowed."

## Instant Pay™ Program

As an option, DOCCS can implement Securus' Instant Pay™ Program. When an inmate at your facility attempts to make a call, our validation system will attempt, through multiple means, to connect the call. If the called party does not have a prepaid or post-paid account established with Securus, or we are unable to process the call due to local phone company or other restrictions, the call will route to our Instant Pay™ platform. Called parties will be given the option to receive and pay for a single call immediately using one of our Instant Pay™ options rather than be blocked. With Instant Pay™, called parties hear a promotional messaging offering the following options:

- **Pay Now™** – Provides the called party with a 20-second promotional call every 15 to 30 days at no charge and then offers the option to Pay Now™ using a credit or debit card. The called party also has the option to be transferred to our Customer Service Center to open a prepaid, AdvanceConnect™ account.
- **Text2Connect™** – Connects a promotional call made to a mobile phone through the acceptance of a premium SMS text message. The called party's mobile provider charges for the message their mobile phone bill. The called party receives a text message receipt for the SMS text message and is given the option to learn how to open a prepaid AdvanceConnect™ Account. Text2Connect™ is available through our third-party processor who maintains relationships with select mobile phone companies around the country and manages the connection.



The Instant Pay™ Program with Pay Now™ and Text2Connect™, from Securus, is unlike any competitive solution because it enables an inmate's critical "first call." The program also creates more prepaid accounts, completes more calls that others cannot, and allows detainees to bond out quicker and more effectively. The Instant Pay™ program's ability to connect almost any call results in increased revenue and reduced administrative burden for our facility customers.

#### **4.2.6 Vendor Account Policies**

Identify in the proposal all policies including, but not limited to, call limits, billing amount limits, collect or pre-payment caps, and call-blocking criteria they plan to apply to customer accounts. DOCCS reserves the right to accept or reject any or all proposed policies.

#### **SECURUS HAS READ, AGREES AND WILL COMPLY WITH THIS REQUIREMENT.**

Securus will work with DOCCS to establish policies for call limits and call-blocking criteria.

We offer three different methods for receiving calls:

- AdvanceConnect / Prepaid account. There is no imposed threshold set on a prepaid account.
- Direct-billed account. A credit check may be required and a credit limit is established if a customer chooses to have a direct billed account. The customer will receive either a \$300 or \$100 spending limit for a 30 day period. If the credit check results do not qualify for a direct-billed account, the customer needs to establish a prepaid account.
- Local Exchange Carrier (LEC)-billed account. Customers that are LEC-billed are subject to Securus risk management practices that specify the credit and usage limits for each billed telephone number. Our process assigns each number a 90-day PVP (payment verification point) which establishes a spending limit for that period (which can be up to \$900). If usage during that period exceeds the assigned limit, or if a high-velocity threshold (e.g. >\$60 of usage in a 24 hour period), the called party will be required to contact our Customer Service organization to avoid future call blocking. This advanced ability allows Securus to extend the maximum credit to the called party so that they do not have to set-up an account with us to receive calls. It further helps to limit fraud—keeping your constituents safe.

#### 4.2.7 Vendor Policy Changes

The vendor must notify DOCCS and the customers (all account holders) before implementing policy changes including, but not limited to, call limits, billing amount limits, collect or pre-payment caps and call-blocking criteria. All policy changes must be pre-approved by DOCCS and the appropriate regulatory authority.

**SECURUS HAS READ, AGREES AND WILL COMPLY WITH THIS REQUIREMENT.**

#### 4.2.8 Aggregated Billing Account for DOCCS-Approved Organizations

During the term of the contract, DOCCS may identify individuals or organizations that are approved to receive, at no additional charge, a single monthly bill for multiple accounts with billing detail at the individual account, groups (i.e. location specific) and master account level.

**Describe how such billing will be performed, and identify any limitations associated with such aggregate billing. Include a sample bill reflecting monthly billing for individual lines, groups of lines and the master account.**

**SECURUS HAS READ, AGREES AND WILL COMPLY WITH THIS REQUIREMENT.**

Securus has over 30 years of billing experience in the correctional marks and has focused on improving the customer's experience. Securus Omni-commerce is a strategy that delivers a seamless customer experience through all available channels. Securus multichannel approach to sales seeks to provide the customer with a seamless experience whether the customer is online from a desktop or a mobile device, by telephone.

Securus offers Family and Friends two type of billing options AdvanceConnect / Prepay and Direct Bill.

- **AdvanceConnect/Prepaid account:** There is no spending limit set on a prepay account. The customer makes the choice as to how much he or she wants to spend and how much money to put in the account. Prepayment does not require a minimum payment. To control credit card fraud the maximum funding amount per transaction is \$50.00 and can be negotiated at contract award. Additionally; customers (family and friends) can now pay for a single call without prior to establishing an account or when funds are depleted in the AdvanceConnect account.
  - Chargebacks or Credit Card reversals are deducted from the account.
  - Ongoing, the account is restricted to cash only funding. Acceptable payment processors are Western Union, Money Gram, money order or cashier's check
- **Direct-billed accounts by Securus:** Securus offers direct billing as an option to our end user customers. A direct-billed account allows collect calls to be billed monthly

directly from Securus Correctional Billing Services. To set up a direct-billed account, the inmate's family or friends member provide Securus Correctional Billing Services with their billing telephone number, name, and address, and are subject to a credit check (as allowed by state regulations). Securus does not restrict its direct billed option to businesses and attorneys.

Family and friends have 28 days from the invoice date to pay their direct bill. Accounts are past due on day 29 and Securus will block calling to the billed number until the account is paid in full. Securus does not charge a non-refundable deposit or charge for an account that has not been paid within thirty (30) days of bill due date. Securus does not charge a bill processing fee for the monthly statement.

Non-payment Direct Bill (Collect) block –removed immediately upon receipt of payment.

Direct Billed customers exceeding their monthly collect calling credit limit can reduce their balance owed, and drop below their credit limit by making a payment, at any time. When the amount owed is below the credit limit the account is immediately unblocked.

Securus will convert Direct Billed accounts, 7 days past due, to AdvanceConnect / Prepay.

- In addition, should the facility choose to implement an inmate-owned prepaid calling options, such as debit or prepaid calling cards, these calls would connect regardless of any AdvanceConnect or Direct Bill restrictions. Inmates may call individuals that do not have an AdvanceConnect or Direct Bill account improving the inmate experience and increasing the NY DOC's revenue.
- **Maximize calling opportunities for inmates and their families and friends.**

AdvanceConnect AutoPay – When a customer registers to use AutoPay with their AdvanceConnect account, their credit card is automatically debited, by a user's selected preset amount, when the account balance drops below the user's preset amount. The Payor will receive a text notification with payment confirmation.

AdvanceConnect TextPay - When a customer registers to use TextPay with their AdvanceConnect account, they will receive a text notification that will give them the option to fund their AdvanceConnect account immediately with a preset amount of their choice by responding with the word PAY. The Payor will receive a text notification with payment confirmation.



## **Text Alerts and Notifications services assist Family and Friends**

- a. AdvanceConnect Low Balance Notification
- b. Direct Bill Invoice Due Notification
- c. AdvanceConnect auto Pay Payment Notification
- d. AdvanceConnect TextPay Notification
- e. Direct Bill TextPay Notification.

- **Billing Accuracy: Securus prides itself on Billing Accuracy**

- Securus subscribes to KFR Services, Local Calling Area Data, an industry standard and acknowledged telecommunications professional source. Monthly, Securus updates the local calling tables to ensure the highest level of accuracy and remain compliant with our tariff filings.
- Securus Subscribes to the Terminating Point Master (TPM) produced by iconective / Telcordia Technologies, Inc., the industry recognized source for touting and rating data. This data covers the United States and U.S. Territories, Canada, and Certain countries in the Atlantic and Caribbean.
- To ensure proper rating Securus follows a rigorous auditable change management process. No rate can take place without Vice President and Regulatory approval. Annually a third party auditor, Montgomery Coscia Greilich LLP audits Securus Compliance with all rates and compliance with tariffs.

Securus is unique among its national competitors in offering an in-sourced, US-based call center to provide customer service to friends and family members of inmates. Our 200+ seat call center employs customer service representatives who are Securus employees, trained and managed to Securus' standards.

Live agent support is available to friends and family members seven days a week, 24 hours a day, and 365 days a year.

Customers can use our toll-free number (1-800-844-6591) to either speak to a live agent or use an intuitive, automated interactive voice response system to help them with their needs. For added convenience, we also offer personal account access via our website ([www.securustechnologies.com](http://www.securustechnologies.com)). End-users can also now access Securus customer service via online "chat" 24 hours a day, seven days a week.

Our friendly and knowledgeable agents can help customers with:

- Setting up and funding accounts
- Making payment arrangements

- Obtaining information on credit limits
- Resolving complaints
- Blocking and unblocking numbers
- Reviewing call durations and history
- Learning about MoneyGram® options
- Learning about Western Union® options
- Receiving information on new services
- Confirming originating facility
- Reviewing account balances
- Answering questions and helping customers with refund requests
- Managing account notifications

### **Customer Satisfaction**

Our customer service agents are highly trained on ITS issues and in satisfying the specific needs of called parties. We offer both English speaking and Spanish speaking agents.

We diligently survey our customers and measure satisfaction ratings to find ways to improve our service levels. Our customer satisfaction scores for our call center are 20 percent higher than the industry standard.

### **Maximize Calling Opportunities**

Securus is unique among its national competitors in offering an in-sourced, US-based call center to provide customer service to friends and family members of inmates. Our 200+ seat call center employs customer service representatives who are Securus employees, trained and managed to Securus' standards.

Live agent support is available to friends and family members seven days a week, 24 hours a day, and 365 days a year.

Customers can use our toll-free number (1-800-844-6591) to either speak to a live agent or use an intuitive, automated interactive voice response system to help them with their needs. For added convenience, we also offer personal account access via our website ([www.securustechnologies.com](http://www.securustechnologies.com)). End-users can also now access Securus customer service via online "chat" 24 hours a day, seven days a week.

Our friendly and knowledgeable agents can help customers with:

- Setting up and funding accounts
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- Resolving complaints

- Blocking and unblocking numbers
- Reviewing call durations and history
- Learning about MoneyGram® options
- Learning about Western Union® options
- Receiving information on new services
- Confirming originating facility
- Reviewing account balances
- Answering questions and helping customers with refund requests
- Managing account notifications

### **Assurance of Accuracy in Billing and Customer Satisfaction**

Our customer service agents are highly trained on ITS issues and in satisfying the specific needs of called parties. We offer both English speaking and Spanish speaking agents.

We diligently survey our customers and measure satisfaction ratings to find ways to improve our service levels. Our customer satisfaction scores for our call center are 20 percent higher than the industry standard.

There are no limitations at this time. Terms are Net 30.

Below is a sample bill reflecting monthly billing for individual lines, groups of lines and the master account. Securus will develop a bill for DOCCS to the example.



Sample Commission Report 3.14.13 Letter

Total Revenue:	\$33,029.66
Commission Due:	\$17,179.42

TOWERS PIERCE FENNER & SMITH

Call Type	Revenue	Minutes	Calls	Commission
Direct Billed Collect	\$611.45	1,013	107	\$377.93
International	\$0.00	0	0	\$0.00
Interstate	\$0.00	0	0	\$0.00
Local	\$611.45	1,013	107	\$377.93
Indefinite	\$425.12	692	147	\$229.72
International	\$0.00	0	0	\$0.00
Interstate	\$0.00	0	0	\$0.00
Local	\$425.12	692	147	\$229.72
LEC Billed Collect	\$7,544.98	24,044	3,611	\$3,755.36
International	\$0.00	0	0	\$0.00
Interstate	\$1,319.31	1,102	84	\$685.72
Local	\$6,225.67	22,942	3,527	\$3,069.64
Indefinite	\$0.00	0	0	\$0.00
International	\$0.00	0	0	\$0.00
Interstate	\$0.00	0	0	\$0.00
Local	\$0.00	0	0	\$0.00
Prepaid Collect	\$23,273.22	118,006	3,974	\$13,542.09
International	\$0.00	0	0	\$0.00
Interstate	\$1,729.20	1,482	103	\$889.32
Local	\$21,544.02	116,524	3,871	\$12,652.77
Indefinite	\$0.00	0	0	\$0.00
International	\$0.00	0	0	\$0.00
Interstate	\$0.00	0	0	\$0.00
Local	\$0.00	0	0	\$0.00
Totals:	\$31,029.65	143,065	7,752	\$17,475.39

Sample Commission Report\_3.14.13.Letter

1 of 1

# SECURUS Technologies, INC

1212 N. Post Oak Rd., Ste. 100  
Houston, Texas 77055  
Phone 832.553.9537 Fax 832.553.9530

Bill To:  
Company Name  
Dennis Rose  
250 W Main St 5th Flr  
Lexington, KY 40507

Remit To:  
Securus Technologies  
P.O. BOX 639098  
CINCINNATI, OH 45263-9098  
Tax ID: 05-0583654

CUSTOMER NUMBER	PERIOD	INVOICE DATE	INVOICE #	TERMS	AMOUNT DUE
	201612	12/31/2016		Net 30	\$78,963.89
			Number of Days	Rate	Total
BluTag Active			23,609	\$2.95	\$69,646.55
BluBand Cellular			47	\$2.00	\$94.00
Shelf Charges BluTag			5,720.50	\$1.48	\$8,466.34
Shelf Charges BluBand			777.00	\$1.00	\$777.00
					\$78,963.89

Shelf Allowance (25 %)	Total Days	Assigned Days	Shelf Days	Allowed Shelf	Billable Shelf Days
Shelf Charges BluTag	35,088	23,494	11,594	5,873.50	5,720.50
Shelf Charges BluBand	777	0	777	0.00	777.00
Shelf Charges BluHome Cellular	47	47	0	11.75	0.00

This Invoice has been certified true and accurate by Dennis Rose  
Make all checks payable to Satellite Tracking of People LLC  
If you have any questions concerning this invoice please contact STOP customer service @ 832.553.9537

SECURUS Technologies, INC.™		PAYMENT STUB		Corison	
Securus Technologies, INC P.O. BOX 639098 CINCINNATI, OH 45263-9098		IMPORTANT: PLEASE DETACH AND RETURN THIS PORTION TO ENSURE PROPER CREDIT		CUSTOMER	
				INVOICE NUMBER:	
				AMOUNT DUE:	
				AMOUNT REMITTED:	
				\$78,963.89	

PLEASE PAY FROM THIS INVOICE  
REFER TO THIS INVOICE WHEN  
CONTACTING US REGARDING THIS  
TRANSACTION.



1 - CORRISOFI	Number of Days
BluTag Active	22,834
BluBand Cellular	47
GA - Athens-Clarke County	Number of Days
BluTag Active	589
KY - Allen County	Number of Days
BluTag Active	16
KY - Grant County	Number of Days
BluTag Active	55
NC - Martin County	Number of Days
BluTag Active	115

Agency	Agent	Enrollee	Enrole Risk Level	Enrollee Primary Number	Secondary ID	Tracking Device	Tracking Device Mode	Docking Station Device	Docking Station Product	Start Date	Stop Date	Billable Days
Company Name	Device Data API	Device: 12-200193				12-200193	BluTag Active			12/20/2016	12/27/2016	8
Company Name	Device Data API	Device: 12-200193				12-200193	BluTag Active			12/01/2016	12/18/2016	18
Company Name	Device Data API	Device: 12-200275				12-200275	BluTag Active			12/01/2016	12/19/2016	19
Company Name	Device Data API	Device: 12-202011				12-202011	BluTag Active			12/01/2016	12/15/2016	15
Company Name	Device Data API	Device: 12-202049				12-202049	BluTag Active			12/01/2016	12/21/2016	21
Company Name	Device Data API	Device: 12-202049				12-202049	BluTag Active			12/22/2016	12/27/2016	6
Company Name	Device Data API	Device: 12-202872				12-202872	BluTag Active			12/01/2016	12/18/2016	18
Company Name	Device Data API	Device: 12-203849				12-203849	BluTag Active			12/01/2016	12/01/2016	1
Company Name	Device Data API	Device: 12-203849				12-203849	BluTag Active			12/06/2016	12/27/2016	22
Company Name	Device Data API	Device: 12-207423				12-207423	BluTag Active			12/01/2016	12/20/2016	20
Company Name	Device Data API	Device: 12-207423				12-207423	BluTag Active			12/22/2016	12/27/2016	6
Company Name	Device Data API	Device: 12-208518				12-208518	BluTag Active			12/01/2016	12/27/2016	27
Company Name	Device Data API	Device: 12-209037				12-209037	BluTag Active			12/01/2016	12/27/2016	27
Company Name	Device Data API	Device: 12-209510				12-209510	BluTag Active			12/01/2016	12/27/2016	27
Company Name	Device Data API	Device: 12-209885				12-209885	BluTag Active			12/01/2016	12/27/2016	27
Company Name	Device Data API	Device: 12-210386				12-210386	BluTag Active			12/01/2016	12/27/2016	27
Company Name	Device Data API	Device: 12-210752				12-210752	BluTag Active			12/01/2016	12/24/2016	24
Company Name	Device Data API	Device: 12-210952				12-210952	BluTag Active			12/01/2016	12/27/2016	27
Company Name	Device Data API	Device: 12-211994				12-211994	BluTag Active			12/01/2016	12/05/2016	5
Company Name	Device Data API	Device: 12-211994				12-211994	BluTag Active			12/07/2016	12/27/2016	21
Company Name	Device Data API	Device: 12-212148				12-212148	BluTag Active			12/01/2016	12/14/2016	14
Company Name	Device Data API	Device: 12-212419				12-212419	BluTag Active			12/01/2016	12/05/2016	5
Company Name	Device Data API	Device: 12-212524				12-212524	BluTag Active			12/01/2016	12/27/2016	27
Company Name	Device Data API	Device: 12-212821				12-212821	BluTag Active			12/27/2016	12/27/2016	1
Company Name	Device Data API	Device: 12-212821				12-212821	BluTag Active			12/01/2016	12/25/2016	25
Company Name	Device Data API	Device: 12-213294				12-213294	BluTag Active			12/01/2016	12/27/2016	27
Company Name	Device Data API	Device: 12-213426				12-213426	BluTag Active			12/01/2016	12/27/2016	27
Company Name	Device Data API	Device: 12-214033				12-214033	BluTag Active			12/01/2016	12/31/2016	31
Company Name	Device Data API	Device: 12-214679				12-214679	BluTag Active			12/01/2016	12/27/2016	27
Company Name	Device Data API	Device: 12-214899				12-214899	BluTag Active			12/01/2016	12/27/2016	27
Company Name	Device Data API	Device: 12-215419				12-215419	BluTag Active			12/01/2016	12/04/2016	4
Company Name	Device Data API	Device: 12-217565				12-217565	BluTag Active			12/01/2016	12/08/2016	8
Company Name	Device Data API	Device: 12-217565				12-217565	BluTag Active			12/09/2016	12/27/2016	19
Company Name	Device Data API	Device: 12-218324				12-218324	BluTag Active			12/01/2016	12/27/2016	27
Company Name	Device Data API	Device: 12-219025				12-219025	BluTag Active			12/01/2016	12/27/2016	27
Company Name	Device Data API	Device: 12-219401				12-219401	BluTag Active			12/01/2016	12/27/2016	27
Company Name	Device Data API	Device: 12-219779				12-219779	BluTag Active			12/01/2016	12/12/2016	12
Company Name	Device Data API	Device: 12-219779				12-219779	BluTag Active			12/14/2016	12/15/2016	2
Company Name	Device Data API	Device: 12-220902				12-220902	BluTag Active			12/01/2016	12/27/2016	27
Company Name	Device Data API	Device: 12-220987				12-220987	BluTag Active			12/01/2016	12/14/2016	14
Company Name	Device Data API	Device: 12-221075				12-221075	BluTag Active			12/01/2016	12/27/2016	27
Company Name	Device Data API	Device: 12-221334				12-221334	BluTag Active			12/05/2016	12/14/2016	9
Company Name	Device Data API	Device: 12-221356				12-221356	BluTag Active			12/18/2016	12/27/2016	10
Company Name	Device Data API	Device: 12-221356				12-221356	BluTag Active			12/01/2016	12/15/2016	15
Company Name	Device Data API	Device: 12-221376				12-221376	BluTag Active			12/01/2016	12/13/2016	13
Company Name	Device Data API	Device: 12-221376				12-221376	BluTag Active			12/16/2016	12/27/2016	12
Company Name	Device Data API	Device: 12-221413				12-221413	BluTag Active			12/22/2016	12/27/2016	6
Company Name	Device Data API	Device: 12-221413				12-221413	BluTag Active			12/03/2016	12/08/2016	6
Company Name	Device Data API	Device: 12-221413				12-221413	BluTag Active			12/11/2016	12/20/2016	10
Company Name	Device Data API	Device: 12-221434				12-221434	BluTag Active			12/01/2016	12/27/2016	27
Company Name	Device Data API	Device: 12-222088				12-222088	BluTag Active			12/01/2016	12/27/2016	27
Company Name	Device Data API	Device: 12-222669				12-222669	BluTag Active			12/01/2016	12/14/2016	14
Company Name	Device Data API	Device: 12-230575				12-230575	BluTag Active			12/01/2016	12/02/2016	2
Company Name	Device Data API	Device: 12-231041				12-231041	BluTag Active			12/08/2016	12/27/2016	20
Company Name	Device Data API	Device: 12-231041				12-231041	BluTag Active			12/01/2016	12/06/2016	6
Company Name	Device Data API	Device: 12-231687				12-231687	BluTag Active			12/11/2016	12/27/2016	17
Company Name	Device Data API	Device: 12-231687				12-231687	BluTag Active			12/01/2016	12/08/2016	8
Company Name	Device Data API	Device: 12-231976				12-231976	BluTag Active			12/01/2016	12/27/2016	27
Company Name	Device Data API	Device: 12-231982				12-231982	BluTag Active			12/01/2016	12/27/2016	27
Company Name	Device Data API	Device: 12-232157				12-232157	BluTag Active			12/01/2016	12/27/2016	27
Company Name	Device Data API	Device: 12-232303				12-232303	BluTag Active			12/01/2016	12/27/2016	27
Company Name	Device Data API	Device: 12-232577				12-232577	BluTag Active			12/01/2016	12/27/2016	27
Company Name	Device Data API	Device: 12-232757				12-232757	BluTag Active			12/01/2016	12/27/2016	27
Company Name	Device Data API	Device: 12-232820				12-232820	BluTag Active			12/01/2016	12/27/2016	27
Company Name	Device Data API	Device: 12-232880				12-232880	BluTag Active			12/03/2016	12/08/2016	6
Company Name	Device Data API	Device: 12-232880				12-232880	BluTag Active			12/18/2016	12/27/2016	10
Company Name	Device Data API	Device: 12-232940				12-232940	BluTag Active			12/01/2016	12/27/2016	27

Company Name	Device Data API	Device: 12-775101	12-775101	BluTag Active	12/01/2016	12/31/2016	31
Company Name	Device Data API	Device: 12-775104	12-775104	BluTag Active	12/01/2016	12/19/2016	19
Company Name	Device Data API	Device: 12-775165	12-775165	BluTag Active	12/01/2016	12/31/2016	31
Company Name	Device Data API	Device: 12-775509	12-775509	BluTag Active	12/01/2016	12/14/2016	14
Company Name	Device Data API	Device: 12-776646	12-776646	BluTag Active	12/01/2016	12/13/2016	13
Company Name	Device Data API	Device: 12-776647	12-776647	BluTag Active	12/10/2016	12/12/2016	3
Company Name	Device Data API	Device: 12-776647	12-776647	BluTag Active	12/05/2016	12/08/2016	3
Company Name	Device Data API	Device: 12-776650	12-776650	BluTag Active	12/01/2016	12/13/2016	13
Company Name	Device Data API	Device: 12-776674	12-776674	BluTag Active	12/01/2016	12/12/2016	12
Company Name	Device Data API	Device: 12-776790	12-776790	BluTag Active	12/01/2016	12/09/2016	9
Company Name	Device Data API	Device: 12-776811	12-776811	BluTag Active	12/01/2016	12/13/2016	13
Company Name	Device Data API	Device: 12-776930	12-776930	BluTag Active	12/01/2016	12/12/2016	12
Company Name	Device Data API	Device: 12-777071	12-777071	BluTag Active	12/01/2016	12/14/2016	14
Company Name	Device Data API	Device: 12-777139	12-777139	BluTag Active	12/01/2016	12/12/2016	12
Company Name	Device Data API	Device: 12-777272	12-777272	BluTag Active	12/01/2016	12/14/2016	14
Company Name	Device Data API	Device: 12-777412	12-777412	BluTag Active	12/03/2016	12/05/2016	3
Company Name	Device Data API	Device: 12-777412	12-777412	BluTag Active	12/07/2016	12/14/2016	8
Company Name	Device Data API	Device: 12-777512	12-777512	BluTag Active	12/06/2016	12/09/2016	3
Company Name	Device Data API	Device: 12-777512	12-777512	BluTag Active	12/13/2016	12/14/2016	2
Company Name	Device Data API	Device: 12-777518	12-777518	BluTag Active	12/01/2016	12/14/2016	14
Company Name	Device Data API	Device: 12-777601	12-777601	BluTag Active	12/07/2016	12/07/2016	1
Company Name	Device Data API	Device: 12-777601	12-777601	BluTag Active	12/10/2016	12/14/2016	5
Company Name	Device Data API	Device: 12-777601	12-777601	BluTag Active	12/06/2016	12/06/2016	1
Company Name	Device Data API	Device: 12-778041	12-778041	BluTag Active	12/15/2016	12/31/2016	17
Company Name	Device Data API	Device: 12-778051	12-778051	BluTag Active	12/15/2016	12/31/2016	17
Company Name	Device Data API	Device: 12-778158	12-778158	BluTag Active	12/16/2016	12/29/2016	5
Company Name	Device Data API	Device: 12-778233	12-778233	BluTag Active	12/15/2016	12/20/2016	6
Company Name	Device Data API	Device: 12-778235	12-778235	BluTag Active	12/15/2016	12/29/2016	6
Company Name	Device Data API	Device: 13-005478	13-005478	BlueBand Cellular	12/18/2016	12/29/2016	12
Company Name	Device Data API	Device: 13-006002	13-006002	BlueBand Cellular	12/11/2016	12/29/2016	19
Company Name	Device Data API	Device: 13-006312	13-006312	BlueBand Cellular	12/01/2016	12/05/2016	5
Company Name	Device Data API	Device: 13-500834	13-500834	BlueBand Cellular	12/01/2016	12/11/2016	11
GA - Athens-Clarke County	Device Data API	Device: 12-534768	12-534768	BluTag Active	12/01/2016	12/31/2016	31
GA - Athens-Clarke County	Device Data API	Device: 12-733307	12-733307	BluTag Active	12/01/2016	12/31/2016	31
GA - Athens-Clarke County	Device Data API	Device: 12-733344	12-733344	BluTag Active	12/01/2016	12/31/2016	31
GA - Athens-Clarke County	Device Data API	Device: 12-733358	12-733358	BluTag Active	12/01/2016	12/31/2016	31
GA - Athens-Clarke County	Device Data API	Device: 12-736083	12-736083	BluTag Active	12/01/2016	12/31/2016	31
GA - Athens-Clarke County	Device Data API	Device: 12-736254	12-736254	BluTag Active	12/01/2016	12/31/2016	31
GA - Athens-Clarke County	Device Data API	Device: 12-736286	12-736286	BluTag Active	12/01/2016	12/31/2016	31
GA - Athens-Clarke County	Device Data API	Device: 12-765819	12-765819	BluTag Active	12/01/2016	12/31/2016	31
GA - Athens-Clarke County	Device Data API	Device: 12-765900	12-765900	BluTag Active	12/01/2016	12/31/2016	31
GA - Athens-Clarke County	Device Data API	Device: 12-765916	12-765916	BluTag Active	12/01/2016	12/31/2016	31
GA - Athens-Clarke County	Device Data API	Device: 12-765936	12-765936	BluTag Active	12/01/2016	12/31/2016	31
GA - Athens-Clarke County	Device Data API	Device: 12-766093	12-766093	BluTag Active	12/01/2016	12/31/2016	31
GA - Athens-Clarke County	Device Data API	Device: 12-766106	12-766106	BluTag Active	12/01/2016	12/31/2016	31
GA - Athens-Clarke County	Device Data API	Device: 12-766129	12-766129	BluTag Active	12/01/2016	12/31/2016	31
GA - Athens-Clarke County	Device Data API	Device: 12-766285	12-766285	BluTag Active	12/01/2016	12/31/2016	31
GA - Athens-Clarke County	Device Data API	Device: 12-766303	12-766303	BluTag Active	12/01/2016	12/31/2016	31
GA - Athens-Clarke County	Device Data API	Device: 12-766311	12-766311	BluTag Active	12/01/2016	12/31/2016	31
GA - Athens-Clarke County	Device Data API	Device: 12-766317	12-766317	BluTag Active	12/01/2016	12/31/2016	31
GA - Athens-Clarke County	Device Data API	Device: 12-766342	12-766342	BluTag Active	12/01/2016	12/31/2016	31
KY - Allen County	Device Data API	Device: 12-760985	12-760985	BluTag Active	12/01/2016	12/16/2016	16
KY - Grant County	Device Data API	Device: 12-763218	12-763218	BluTag Active	12/01/2016	12/31/2016	31
KY - Grant County	Device Data API	Device: 12-766239	12-766239	BluTag Active	12/01/2016	12/12/2016	12
KY - Grant County	Device Data API	Device: 12-767995	12-767995	BluTag Active	12/01/2016	12/12/2016	12
NC - Martin County	Device Data API	Device: 12-732177	12-732177	BluTag Active	12/01/2016	12/06/2016	6
NC - Martin County	Device Data API	Device: 12-734062	12-734062	BluTag Active	12/01/2016	12/16/2016	16
NC - Martin County	Device Data API	Device: 12-736724	12-736724	BluTag Active	12/01/2016	12/31/2016	31
NC - Martin County	Device Data API	Device: 12-737631	12-737631	BluTag Active	12/01/2016	12/31/2016	31
NC - Martin County	Device Data API	Device: 12-737646	12-737646	BluTag Active	12/01/2016	12/31/2016	31



Agency	Tracking Device	Tracking	Start Date	Stop Date	Billable Days
Company Name	12-761327	BluTag	12/01/2016	12/31/2016	17
Company Name	12-761388	BluTag	12/01/2016	12/31/2016	4
Company Name	12-761530	BluTag	12/01/2016	12/31/2016	31
Company Name	12-730072	BluTag	12/01/2016	12/31/2016	31
Company Name	12-730096	BluTag	12/01/2016	12/31/2016	24
Company Name	12-730101	BluTag	12/01/2016	12/31/2016	8
Company Name	12-730113	BluTag	12/01/2016	12/31/2016	27
Company Name	12-761810	BluTag	12/01/2016	12/31/2016	12
Company Name	12-730167	BluTag	12/01/2016	12/31/2016	9
Company Name	12-730189	BluTag	12/01/2016	12/31/2016	20
Company Name	12-730229	BluTag	12/01/2016	12/31/2016	12
Company Name	12-730291	BluTag	12/01/2016	12/31/2016	31
Company Name	12-730307	BluTag	12/01/2016	12/31/2016	3
Company Name	12-762106	BluTag	12/01/2016	12/31/2016	12
Company Name	12-222211	BluTag	12/01/2016	12/31/2016	5
Company Name	12-730444	BluTag	12/01/2016	12/31/2016	27
Company Name	12-730457	BluTag	12/01/2016	12/31/2016	11
Company Name	12-730529	BluTag	12/01/2016	12/31/2016	27
Company Name	12-730539	BluTag	12/01/2016	12/31/2016	24
Company Name	12-730549	BluTag	12/01/2016	12/31/2016	27
Company Name	12-730554	BluTag	12/01/2016	12/31/2016	17
Company Name	12-762204	BluTag	12/01/2016	12/31/2016	27
Company Name	12-762440	BluTag	12/01/2016	12/31/2016	9
Company Name	12-730561	BluTag	12/01/2016	12/31/2016	12
Company Name	12-730572	BluTag	12/01/2016	12/31/2016	12
Company Name	12-730596	BluTag	12/01/2016	12/31/2016	12
Company Name	12-730665	BluTag	12/01/2016	12/31/2016	31
Company Name	12-730687	BluTag	12/01/2016	12/31/2016	10
Company Name	12-730696	BluTag	12/01/2016	12/31/2016	19
Company Name	12-730842	BluTag	12/01/2016	12/31/2016	4
Company Name	12-730859	BluTag	12/01/2016	12/31/2016	12
Company Name	12-730896	BluTag	12/01/2016	12/31/2016	5
Company Name	12-730908	BluTag	12/01/2016	12/31/2016	4
Company Name	12-730909	BluTag	12/01/2016	12/31/2016	2
Company Name	12-730922	BluTag	12/01/2016	12/31/2016	27
Company Name	12-730950	BluTag	12/01/2016	12/31/2016	31
Company Name	12-762585	BluTag	12/01/2016	12/31/2016	5
Company Name	12-762761	BluTag	12/01/2016	12/31/2016	3
Company Name	12-762771	BluTag	12/01/2016	12/31/2016	27
Company Name	12-762916	BluTag	12/01/2016	12/31/2016	11
Company Name	12-762954	BluTag	12/01/2016	12/31/2016	27
Company Name	12-762958	BluTag	12/01/2016	12/31/2016	23
Company Name	12-731055	BluTag	12/01/2016	12/31/2016	12
Company Name	12-731072	BluTag	12/01/2016	12/31/2016	27
Company Name	12-731075	BluTag	12/01/2016	12/31/2016	2
Company Name	12-731092	BluTag	12/01/2016	12/31/2016	22
Company Name	12-731153	BluTag	12/01/2016	12/31/2016	12
Company Name	12-731199	BluTag	12/01/2016	12/31/2016	21
Company Name	12-731208	BluTag	12/01/2016	12/31/2016	5
Company Name	12-731223	BluTag	12/01/2016	12/31/2016	12
Company Name	12-763176	BluTag	12/01/2016	12/31/2016	27
Company Name	12-731303	BluTag	12/01/2016	12/31/2016	27
Company Name	12-731325	BluTag	12/01/2016	12/31/2016	4
Company Name	12-731341	BluTag	12/01/2016	12/31/2016	12
Company Name	12-731345	BluTag	12/01/2016	12/31/2016	2
Company Name	12-731356	BluTag	12/01/2016	12/31/2016	24
Company Name	12-731384	BluTag	12/01/2016	12/31/2016	3
Company Name	12-731411	BluTag	12/01/2016	12/31/2016	1
Company Name	12-731437	BluTag	12/01/2016	12/31/2016	24
Company Name	12-731463	BluTag	12/01/2016	12/31/2016	27

Company Name	12-767979	BluTag	12/01/2016	12/31/2016	14
Company Name	12-734290	BluTag	12/01/2016	12/31/2016	1
Company Name	12-734291	BluTag	12/01/2016	12/31/2016	1
Company Name	12-734382	BluTag	12/01/2016	12/31/2016	31
Company Name	12-734405	BluTag	12/01/2016	12/31/2016	3
Company Name	12-734407	BluTag	12/01/2016	12/31/2016	2
Company Name	07-008008	BluBand	12/01/2016	12/31/2016	31
Company Name	07-008011	BluBand	12/01/2016	12/31/2016	31
Company Name	07-008077	BluBand	12/01/2016	12/31/2016	31
Company Name	07-008084	BluBand	12/01/2016	12/31/2016	31
Company Name	07-008090	BluBand	12/01/2016	12/31/2016	31
Company Name	07-008126	BluBand	12/01/2016	12/31/2016	31
Company Name	07-008162	BluBand	12/01/2016	12/31/2016	31
Company Name	07-008201	BluBand	12/01/2016	12/31/2016	31
Company Name	07-008206	BluBand	12/01/2016	12/31/2016	31
Company Name	07-008211	BluBand	12/01/2016	12/31/2016	31
Company Name	07-008232	BluBand	12/01/2016	12/31/2016	31
Company Name	07-008257	BluBand	12/01/2016	12/31/2016	31
Company Name	07-008260	BluBand	12/01/2016	12/31/2016	31
Company Name	07-008277	BluBand	12/01/2016	12/31/2016	31
Company Name	07-008407	BluBand	12/01/2016	12/31/2016	31
Company Name	07-008417	BluBand	12/01/2016	12/31/2016	31
Company Name	07-008419	BluBand	12/01/2016	12/31/2016	31
Company Name	07-008427	BluBand	12/01/2016	12/31/2016	31
Company Name	07-008440	BluBand	12/01/2016	12/31/2016	31
Company Name	07-008445	BluBand	12/01/2016	12/31/2016	31
Company Name	12-211994	BluTag	12/01/2016	12/31/2016	1
Company Name	12-212821	BluTag	12/01/2016	12/31/2016	1
Company Name	12-213014	BluTag	12/01/2016	12/31/2016	12
Company Name	12-214030	BluTag	12/01/2016	12/31/2016	12
Company Name	12-206712	BluTag	12/01/2016	12/31/2016	27
Company Name	12-207423	BluTag	12/01/2016	12/31/2016	1
Company Name	12-207740	BluTag	12/01/2016	12/31/2016	27
Company Name	12-214146	BluTag	12/01/2016	12/31/2016	5
Company Name	12-214802	BluTag	12/01/2016	12/31/2016	27
Company Name	12-215200	BluTag	12/01/2016	12/31/2016	27
Company Name	12-215419	BluTag	12/01/2016	12/31/2016	23
Company Name	12-215645	BluTag	12/01/2016	12/31/2016	5
Company Name	12-216377	BluTag	12/01/2016	12/31/2016	12
Company Name	12-217443	BluTag	12/01/2016	12/31/2016	27
Company Name	12-218562	BluTag	12/01/2016	12/31/2016	27
Company Name	12-219779	BluTag	12/01/2016	12/31/2016	13
Company Name	12-220794	BluTag	12/01/2016	12/31/2016	12
Company Name	12-221334	BluTag	12/01/2016	12/31/2016	5
Company Name	12-221356	BluTag	12/01/2016	12/31/2016	2
Company Name	12-221376	BluTag	12/01/2016	12/31/2016	2
Company Name	12-221413	BluTag	12/01/2016	12/31/2016	5
Company Name	12-230283	BluTag	12/01/2016	12/31/2016	27
Company Name	12-230575	BluTag	12/01/2016	12/31/2016	25
Company Name	12-231041	BluTag	12/01/2016	12/31/2016	1
Company Name	12-231687	BluTag	12/01/2016	12/31/2016	2
Company Name	12-232318	BluTag	12/01/2016	12/31/2016	27
Company Name	12-232554	BluTag	12/01/2016	12/31/2016	12
Company Name	12-232671	BluTag	12/01/2016	12/31/2016	27
Company Name	12-232880	BluTag	12/01/2016	12/31/2016	11
Company Name	12-233161	BluTag	12/01/2016	12/31/2016	27
Company Name	12-233249	BluTag	12/01/2016	12/31/2016	12
Company Name	12-233413	BluTag	12/01/2016	12/31/2016	1
Company Name	12-233602	BluTag	12/01/2016	12/31/2016	27
Company Name	12-233626	BluTag	12/01/2016	12/31/2016	27
Company Name	12-233996	BluTag	12/01/2016	12/31/2016	12



Company Name	12-778158	BluTag	12/01/2016	12/31/2016	20
Company Name	12-778233	BluTag	12/01/2016	12/31/2016	19
Company Name	12-778235	BluTag	12/01/2016	12/31/2016	19
Company Name	12-235747	BluTag	12/01/2016	12/31/2016	12
Company Name	12-760040	BluTag	12/01/2016	12/31/2016	13
Company Name	12-760105	BluTag	12/01/2016	12/31/2016	20
Company Name	12-760143	BluTag	12/01/2016	12/31/2016	9
Company Name	12-760269	BluTag	12/01/2016	12/31/2016	9
Company Name	12-760409	BluTag	12/01/2016	12/31/2016	5
Company Name	12-760422	BluTag	12/01/2016	12/31/2016	3
Company Name	12-760476	BluTag	12/01/2016	12/31/2016	2
Company Name	12-760499	BluTag	12/01/2016	12/31/2016	5
Company Name	12-760682	BluTag	12/01/2016	12/31/2016	2
Company Name	12-760752	BluTag	12/01/2016	12/31/2016	8
Company Name	07-009779	BluBand	12/01/2016	12/31/2016	31
Company Name	12-533589	BluTag	12/01/2016	12/31/2016	31
Company Name	07-009995	BluBand	12/01/2016	12/31/2016	2
Company Name	12-760869	BluTag	12/01/2016	12/31/2016	12
Company Name	12-760935	BluTag	12/01/2016	12/31/2016	9
Company Name	12-761003	BluTag	12/01/2016	12/31/2016	27
Company Name	12-200193	BluTag	12/01/2016	12/31/2016	1
Company Name	12-200275	BluTag	12/01/2016	12/31/2016	8
Company Name	12-200324	BluTag	12/01/2016	12/31/2016	27
Company Name	12-200809	BluTag	12/01/2016	12/31/2016	20
Company Name	12-200955	BluTag	12/01/2016	12/31/2016	27
Company Name	12-201219	BluTag	12/01/2016	12/31/2016	27
Company Name	12-202011	BluTag	12/01/2016	12/31/2016	12
Company Name	12-202872	BluTag	12/01/2016	12/31/2016	9
Company Name	12-203206	BluTag	12/01/2016	12/31/2016	12
Company Name	12-203849	BluTag	12/01/2016	12/31/2016	4
Company Name	12-203878	BluTag	12/01/2016	12/31/2016	27
Company Name	12-203901	BluTag	12/01/2016	12/31/2016	12
Company Name	12-430578	BluTag	12/01/2016	12/31/2016	27
Company Name	12-431120	BluTag	12/01/2016	12/31/2016	27
Company Name	12-431300	BluTag	12/01/2016	12/31/2016	31
Company Name	12-534231	BluTag	12/01/2016	12/31/2016	31
Company Name	12-534496	BluTag	12/01/2016	12/31/2016	31
Company Name	12-500788	BluTag	12/01/2016	12/31/2016	31
Company Name	12-734462	BluTag	12/01/2016	12/31/2016	27
Company Name	12-734514	BluTag	12/01/2016	12/31/2016	27
Company Name	12-734554	BluTag	12/01/2016	12/31/2016	26
Company Name	12-734568	BluTag	12/01/2016	12/31/2016	12
2 - CORRISOFT (Monitored)	07-009466	BluBand	12/01/2016	12/31/2016	31
2 - CORRISOFT (Monitored)	07-009595	BluBand	12/01/2016	12/31/2016	31
2 - CORRISOFT (Monitored)	07-009809	BluBand	12/01/2016	12/31/2016	31
2 - min - Corisoft	12-431683	BluTag	12/01/2016	12/31/2016	9
GA - Athens-Clarke County	12-501398	BluTag	12/01/2016	12/31/2016	31
GA - Athens-Clarke County	12-761042	BluTag	12/01/2016	12/31/2016	31
GA - Athens-Clarke County	12-765220	BluTag	12/01/2016	12/31/2016	31
KY - Floyd County	12-734553	BluTag	12/01/2016	12/31/2016	31
KY - Shelby County	12-533726	BluTag	12/01/2016	12/31/2016	2
KY - Shelby County	12-533033	BluTag	12/01/2016	12/31/2016	2
NE - CEDARS	12-500183	BluTag	12/01/2016	12/31/2016	31
NE - CEDARS	12-734587	BluTag	12/01/2016	12/31/2016	31
XX - Demo - Client	12-531061	BluTag	12/01/2016	12/31/2016	31
XX - Demo - Client	12-532245	BluTag	12/01/2016	12/31/2016	31
COR - Company Name	12-530556	BluTag	12/01/2016	12/31/2016	31
COR - Company Name	12-733777	BluTag	12/01/2016	12/31/2016	31
COR - XX - Demo - ASA	12-401945	BluTag	12/01/2016	12/31/2016	31
COR - XX - Demo - ASA	07-009245	BluBand	12/01/2016	12/31/2016	31
COR - XX - Demo - ASA	12-204496	BluTag	12/01/2016	12/31/2016	31





## END OF SECTION 4: CUSTOMER SERVICE

## 5 Performance Standards

### 5.1 Service Objectives

The vendor must provide services that meet the performance levels delineated below.

**Describe what steps will be taken to meet or exceed DOCCS' performance and service-level objectives for the Inmate Telephone System:**

**SECURUS HAS READ, AGREES AND WILL COMPLY WITH THIS REQUIREMENT.**

Securus provides highly reliable service from initial system design and installation through ongoing maintenance and support. Our service and maintenance program includes integrated remote programming, diagnostics, downloading, and troubleshooting capabilities. Securus does not charge for maintenance, support, training, and repair of system software and equipment.

The local Securus service and account management team provide support 24 hours per day, seven days per week, and 365 days per year (24x7x365). The local team of Securus employees has demonstrated their dedication to the counties in the state of New York.

The Securus organizational structure has proven to deliver excellent service and technological innovation. Accountability, standards of excellence and leadership begin at the top of the organization with the Securus executive leadership team and filters down to each associate in the company. Each team member has a personal commitment to delivering outstanding customer care, service excellence and the creation of powerful applications and tools to meet our customers' needs. Our goal is to form long-term partnerships with our customers. We develop new applications to help customers run their business through a deep understanding of their needs.

## Network Operation Center

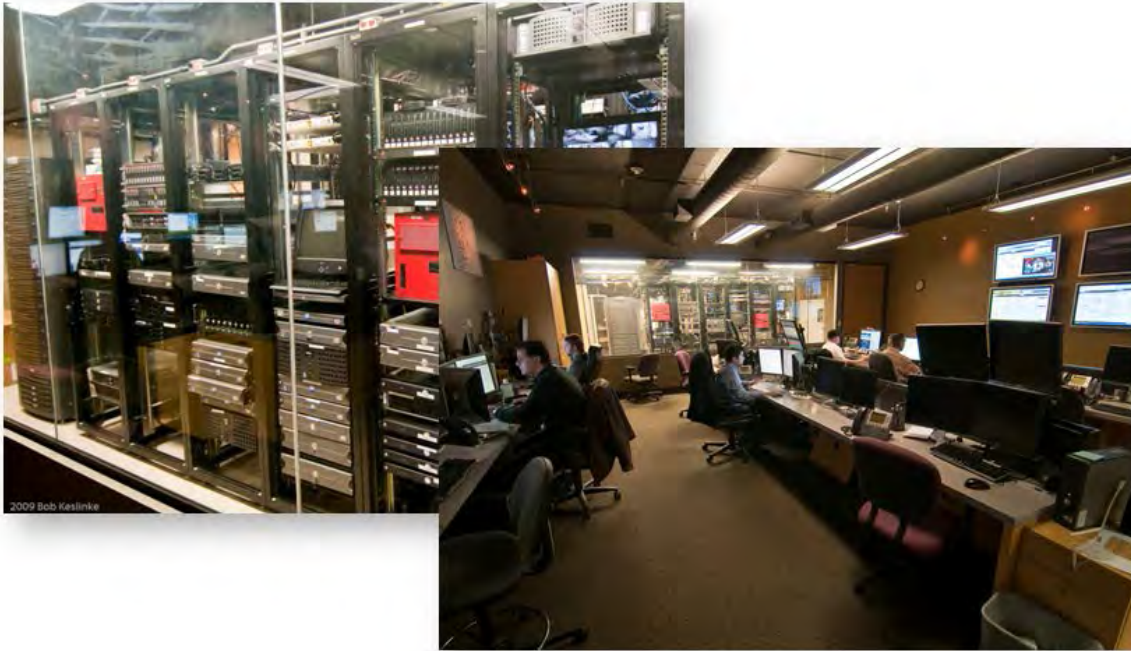
The Securus employees continuously monitor our Secure Calling Platform (SCP) from our Network Operations Center (NOC) at our headquarters in Dallas, Texas. The NOC is staffed 24x7x365 by network experts certified in the systems and software used to monitor all SCP functions and equipment, as well as the associated network. The NOC maintains failure reports, service history, and other diagnostic information, which are available to the County when requested.

The SCP platform provides continuous online supervision and diagnostics — as well as offline system access — for advanced programming, diagnostics, troubleshooting, and call traffic analysis. The Securus service center personnel can access the SCP advanced diagnostics and program control for failure reports, service history, and other diagnostic information.



The NOC reports any actions required to prevent or repair any outages to each Securus employee supporting DOCCS. Securus will follow DOCCS protocols for communicating outages or repair actions in the unlikely event they occur.

## Securus Network Operations Center in Dallas, TX



### Premium Network Monitoring Capabilities

Securus proactively identifies potential system and network abnormalities through SolarWinds® suite of network performance monitors. This software allows Securus personnel to monitor all hardware, software and system metrics continuously.

Through network monitoring Securus can:

- **Proactively repair systems to prevent outages.** Many times corrections are made before a facility is aware of a problem. This means less downtime and increased system reliability for the facility.
- **Alert remote or on-site engineers of system threshold inconsistencies or alarms.** The NOC communicates with engineers through e-mail, short message service (SMS), or directly through a wireless phone to address the issue.
- **Receive real-time alerts when the system detects an error.** Monitoring identifies if network elements exceeded established thresholds and alerts Securus personnel of possible carrier network issues.

- **Ensure sufficient resources are in place.** The Securus capacity engineering team reviews call traffic volume reports and storage requirements throughout all systems to ensure sufficient network capacity.
- **Centrally monitor calling traffic to determine increases or decreases in the number of telephones.** With DOCCS agreement, the service and operations team will install additional telephones when required.

## Remote Programming, Diagnostics, and Troubleshooting

The Securus NOC uses monitors the SCP platform and our network. The NOC can contact the Technical Support Center (TSC) if it determines that another level of technical support is needed to address an issue. This action could involve dispatching a Field Services Technician to a DOCCS facility.

# Technical Support Center

In 2009, Securus made a strategic decision to centralize management of all technical support. Today, Securus provides superior customer service capabilities from a state-of-the-art technical support center located in Dallas, Texas.

Approximately 50 technical professionals staff the Securus Technical Support Center (TSC) which handles approximately 8,000 inbound queries per month. The TSC provides a single-point-of-contact for Securus customers for issues ranging from minor maintenance issues to service outages. Clients can contact the TSC 24x7x365 by any of the following convenient methods:

- **Telephone** – 866-558-2323
- **E-Mail** – [technicalsupport@securustech.net](mailto:technicalsupport@securustech.net)
- **Fax** – 800-368-3168
- **Web portal** - <http://www.securustech.net/facility/Default.asp>

The technical service center offers our clients:

- Technical support and field dispatch 24x7x365
- Fully trained staff of support professionals to answer calls
- Trained professionals to provide quick problem resolution and a higher level of customer service
- Service event tracking to drive resolutions
- Prioritized calls and analyzed reports to ensure achievement of Service Level Agreements
- Certified technicians to provide quick problem resolution
- System and individual site connectivity monitored 24x7x365

## 24x7x365 Securus Technical Support Center



Securus technicians receive internal Securus certifications, based on our business and the products and services we support.

### Service Levels

When a facility calls Securus, an event tracking system assigns a trouble ticket, with one of three initial priority levels—P1, P2, or P3. Each level is designed to address specific system events and has a prescribed resolution timeline and escalation procedure. In all cases, Technical Support will respond to the customer within the required timeframe.

### Priority 1 Service Level (DOCCS Levels 1 & 2)

A Priority 1 (P1) assignment—our highest priority assignment—occurs when a system event adversely affects 30 percent or more of system functionality. Examples of P1 service assignments include:

- Voice prompts not operating
- Features are not operating appropriately
- CD-burning abilities disabled
- Live call monitoring is not operating appropriately
- SCP access denied



- All phones out-of-service

**The response time for a P1 event is two hours.** If a dispatch is not required, Securus notifies the facility upon issue resolution. If a dispatch is required, Securus contacts the facility and provides an estimated time of arrival.

A P1 event escalates to:

- Technical Support Department
- Technical Support Manager
- Technical Support Director
- Regional Field Manager
- Executive Director of Service

If the problem resolution is delayed, escalation procedures within the Securus Management Team are activated to ensure appropriate resources are allocated to resolve the problem.

### Priority 2 Service Level (DOCCS Levels 3 & 4)

A Priority 2 (P2) assignment—our mid-level priority assignment—occurs when a system event adversely affects 5 to 29 percent of system functionality. Examples of a P2 service assignment include problems or errors with related to:

- Workstation
- Specific system ports
- Local Exchange Carrier (LEC) circuits
- Unblocks
- Blocked numbers
- Missing call detail records (CDRs)
- Call searching

**The response time for a P2 event is 24 hours.** If a dispatch is not required, Securus notifies the facility upon issue resolution. If a dispatch is required, Securus contacts the facility and provides an estimated time of arrival.

P2 events escalate to the Technical Support Department.

### Priority 3 Service Level (DOCCS Level 5)

A Priority 3 (P3) assignment—our lowest priority assignment—occurs when a system event adversely affects 5 percent or less of system functionality. System events adversely affecting some of available facility phones. Examples of P3 service assignments include:

- Static on the phone

- A party's inability to hear
- An inmate's inability to dial
- A broken phone
- Non-functioning dial pad
- Non-functioning cutoff switches
- An inability to generate reports

The response time for a P3 event is 72 hours. If a dispatch is not required, Securus notifies the facility upon issue resolution. If a dispatch is required, Securus contacts the facility and provides an estimated time of arrival.

P3 events escalate to the Technical Support Department.

## Escalations

If a dispatch is not required, Securus notifies the facility upon issue resolution. If a dispatch is required, Securus contacts the facility and provides an estimated time of arrival.

The supervisory escalation chain is:

- Technical Support Department
- Technical Support Manager
- Technical Support Director
- Regional Field Manager
- VP Service and Technical Operations

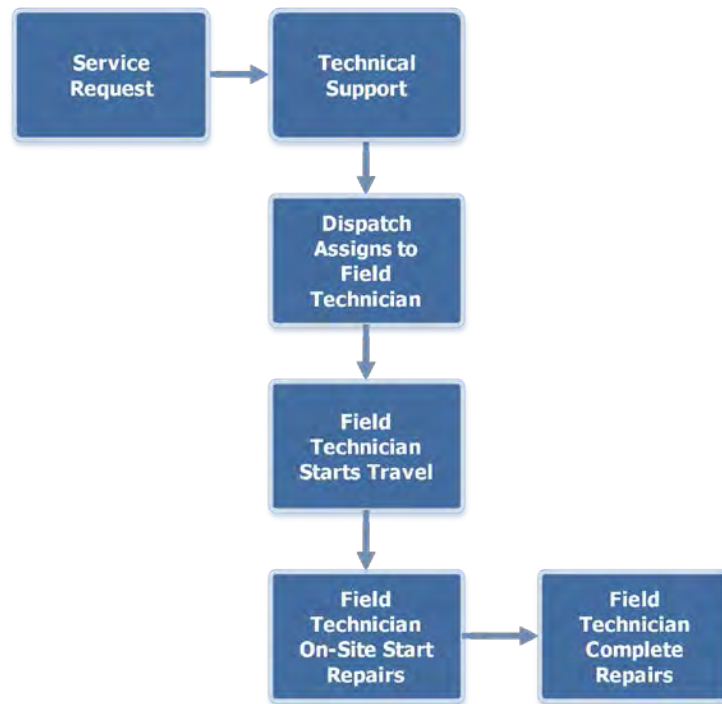
## Centralized Services Operations Model

All Securus services and operations are managed centrally, from our Service and Operations organization in Dallas, Texas. The Operations team's responsibility is supporting external customers, including Customer Service, Field Services, Installation and Engineering, and Technical Support. The Support Services team provides internal support services including Quality, Training and Customer Satisfaction, and Reporting and Analysis.

## Call Routing

The TSC manages the flow of inbound calls through a call distribution system that routes calls directly to our support technicians in a skills-based, platform specific manner. Securus establishes response times and service level agreements that accomplish our key objective of providing timely resolution to each request. Service calls are answered 24x7x365 by live technicians to provide timely and quality customer service.

## Trouble Ticketing Process



In all instances, service will be requested through the TSC and field service personnel will be dispatched through trouble ticketing system to ensure documentation and timely resolution of all service tickets.

### Event Tracking System

The Securus event tracking system logs, tracks, manages, and assures an appropriate response to all service requests. The service request generates a unique trouble ticket number linked to each facility's service history and provides real-time updates. Each ticket has a priority level assignment, which drives diagnosis and response processes. The support technician performs initial problem diagnosis and isolation procedures, determines the nature of the problem, and resolves the problem or engages the appropriate party for problem resolution.

The TSC maintains ownership of all service requests and responsibility for the escalation and update functions. Every effort is made to resolve problems remotely and within the framework of resolution timeframes. However, if the problem requires on-site service, a technician is dispatched. Securus will contact the facility to arrange for the on-site service at the convenience of the facility.

County facilities can also open and track trouble tickets through our convenient facility portal.



## Facility Portal

Securus provides customer facilities with one of the only anywhere, anytime, single-point-of-access customer portals in the industry. Approved users can access all calling activity, including all call detail reports. The Facility Portal also serves as the user interface to the Securus electronic trouble ticket system. Authorized users can initiate trouble tickets for repairs, track the real-time ticket status, and generate current and historical reports of trouble tickets with the Facility Portal. The facility Portal generates a tracking number for each ticket opened. Users can search for service tickets by ticket number or by date search. All updates are sent electronically in real-time to the originator of the ticket, as well as to the County designee.

### Open Service Ticket

The screenshot displays the 'Facility Portal' interface for opening a service ticket. At the top, a navigation bar includes links for 'FRIENDS & FAMILY', 'CORRECTIONAL FACILITIES' (which is highlighted), 'ABOUT US', 'CAREERS', and 'CONTACT US'. Below this, the 'Facility Portal' logo is prominently displayed. On the left side, there is a vertical menu with links to 'Dashboard', 'Portal Manager', 'Commissions Reports', 'General Reports', 'Order Materials', 'Downloads & User Guide', 'Service Center', 'Your Tickets', 'Create A Ticket', and 'Date Search'. The main content area is titled 'Create Service Ticket' and contains a form with the following fields: 'Site:' with a dropdown menu showing 'Facility Name'; 'Problem Category:' with a dropdown menu showing 'Please Choose a Category'; 'Suggested Priority:' with a dropdown menu showing 'Please Choose a Category'; and 'Problem Description:' with a text area. A mouse cursor is pointing at the 'Problem Category' dropdown menu, which is open and showing a list of options: 'Please Choose a Category', 'CDR Report Question/Request', 'Full Outage', 'Inmate Can't Place Call', 'Other', 'Partial Outage', 'Password Reset', 'Phone/Equipment Replacement', 'PIN Reset', and 'SCP User Interface Question'. At the bottom right of the form, there is a 'Submit Ticket' button. At the bottom left, there is a 'Search Tickets' button.

Manage Your Service Tickets

FRIENDS & FAMILY

CORRECTIONAL FACILITIES

ABOUT US

CAREERS

CONTACT US

Facility Portal

Facility Name

Dashboard

Portal Manager

Commissions Reports

General Reports

Order Materials

Downloads & User Guide

Service Center

Your Tickets

Create A Ticket

Date Search

Search Tickets

Help

Secure Call Platform

Log-Out

Your Service Tickets

SITE NAME	TICKET #	DESCRIPTION	LAST UPDATED	STATUS
Facility Name	13802698	Div 11 VB enrollments	2011-08-16 09:56:04	Closed
Facility Name	13799269	Voice Biometrics - the customer is enrolling/re-enrolling inmates in VB at Division 11...	2011-08-12 11:08:18	Closed
Facility Name	13792501	Report Request: Calls completed in 2008 from Division 1, Tier D-4 Call period is 9/1...	2011-08-05 15:19:43	Closed
Facility Name	13783054	customer reports that he creates an iso image to burn to DVD and when image was downlo...	2011-07-29 10:24:54	Closed
Facility Name	13782536	Voice Biometric - Re-enrollments the customer is doing re-enrollments of inmates at t...	2011-07-28 11:10:58	Closed

1 2 3 4

Total Tickets

Clicking the ticket number in the service history generates a report with ticket detail. Users can review all the notes and the final resolution of any closed ticket at any time. If the ticket is currently open, users can create a new journal note. Consent to close a ticket can also be performed using the notes section.

Example of ticket detail:

## Ticket Detail

The screenshot shows the Facility Portal interface. At the top is a navigation bar with links: FRIENDS & FAMILY, CORRECTIONAL FACILITIES, ABOUT US, CAREERS, and CONTACT US. Below this is the Facility Portal logo. On the left is a 'Marketing' sidebar with links: Dashboard, Portal Manager, Reports, Order Materials, Downloads & User Guide, Service Center, Your Tickets, Create A Ticket, Date Search, Search Tickets, Sign Out, and Log Out. The main content area is titled 'Ticket Details #13529104'. It contains a 'TICKET INFORMATION' section with details: Call Description: Inmate pod / block phone networking, Ticket Priority: 3, Ticket Status: Closed, Date Opened: 12/29/2010 8:14:24 AM, Last Update: 12/29/2010 8:51:24 AM, and Solution Description: reset supp. Below this is a 'JOURNAL NOTE ENTRIES' table with two entries. The first entry has a timestamp of 12/29/2010 8:40:02 AM and the text 'Issue Resolved - waiting for Customer Approval'. The second entry has a timestamp of 12/29/2010 8:38:53 AM and the text 'Authorization Obtained From Regan'. At the bottom of the table is a link 'Create A New Journal Item'.

TICKET INFORMATION		
Call Description:	Inmate pod / block phone networking	
Ticket Priority:	3	
Ticket Status:	Closed	
Date Opened:	12/29/2010 8:14:24 AM	
Last Update:	12/29/2010 8:51:24 AM	
Solution Description:	reset supp.	

JOURNAL NOTE ENTRIES		
ipreshouse	12/29/2010 8:40:02 AM	Issue Resolved - waiting for Customer Approval
ipreshouse	12/29/2010 8:38:53 AM	Authorization Obtained From Regan

[Create A New Journal Item](#)

## Facility Portal Reports

County users can view or download several reports from the Facility Portal:

- **Calling Activity Report** – This report provides details on the number and type of calls made from a telephone number at the facility.
- **Call Type Summary Report** – This report provides details on the number and type of calls made from a specific telephone number at the facility. Calls will be broken down by local, intraLATA, interLATA and interstate.
- **Daily Call Volume Snapshot** – This report shows a daily snapshot of calls and minutes compared to the daily average
- **Monthly Call Frequency Chart** – This chart details the most frequently called numbers from the facility.
- **Preliminary Monthly Revenue Report** – This report details all calls, minutes and revenue for a specific date range.
- **Preliminary Daily Revenue** – This report details all calls, minutes, and revenue for a specific date.
- **Investigation Tool** – This tool allows for tracking of a specific dialed number from any of the approximately 2,600 facilities serviced by Securus.



# The Securus Field Services Team

The Securus Field Services organization is one of the largest in the inmate phone system industry. Our team consists of approximately 150 Field Service Technicians (FSTs) located throughout the United States, including a team to support the systems in New York. Our teams have expanded based on our growing customer needs.

Our field services team installs and maintains inmate phone systems for approximately 2,600 facilities and a million inmates in 47 states. The Securus Field Operations Director manages three Regional Service Managers who possess more than 60 years of combined field service experience.

## Field Service Technicians

Securus requires that all FSTs have an extensive telecommunications background and tests each applicant before employment. Additionally, FSTs receive extensive Securus training and certifications to support our product offerings.

FSTs respond to critical issues within four hours (or less if required by specific County requirements). The technician is required to follow a structured technical and management escalation process if they are unable to isolate the problem within four hours. Our integrated support model keeps our centralized technical support team engaged through problem resolution. FSTs and the technical support team have direct access to product and development engineers, enabling them to expedite repairs and minimize customer downtime.

Securus field service technicians maintain a working level of spare parts for minor repairs consisting of telephone sets, handsets, dials, and replacement circuit boards, either on-site or in their truck. If a technician does not have a required part, Securus will drop-ship the item to the site. Securus will ship counter-to-counter on the same day in critical situations.

## Field Service Manager

In addition to FSTs, Securus customers are supported by field service managers who:

- Conduct remote visits via phone bimonthly. Based on information obtained from call, a trouble ticket may be opened
- Work with the account team quarterly to evaluate contract progress with the County
- Provide the facility with applicable site information that assists them based on the account profile
- Monitor ticket traffic
- Resolve escalation issues, as needed.

Each field service manager possesses the skills required to perform the duties of the field service technician and can provide additional or backup support as needed.

## Service Parts

Securus field service technicians maintain a working level of spare parts for minor repairs consisting of telephone sets, handsets, dials, and replacement circuit boards, either on-site or in their truck. If a technician does not have required a part, Securus will drop-ship the item to the site. Securus will ship counter-to-counter on the same day in critical situations.

## Quality

Securus sends an e-mail customer satisfaction survey to the primary site contact following each service event. Customer concerns are immediately escalated to the Regional Service Manager and the National Service Director. The Regional Service Manager is required to contact the customer within 24 hours to better understand the concern and implement a correct action plan. Securus executives review the summary of each issue along with the corrective actions on a monthly basis. Our current survey results show 94% satisfaction with Field Service with 77% indicating they were “delighted” with the service they received.

## Implementation

Our preliminary implementation plan includes transitional meetings that detail the setup of proposed applications and tasks associated with the transition from the current system to Securus’ Secure Call Platform (SCP). Securus has extensive experience preparing locations for system implementation without disrupting the facility’s existing service. All hardware, phone lines, and workstations will be in place before replacing the telephone instruments and cutting over to SCP.



### 5.1.1 Facility Service Objectives

#### A. Equipment

1. Installation: Time from vendor receipt of order to working installed equipment.

**Performance Standard: 20 calendar days**

2. Maintenance: Monthly Meantime to Repair

**Performance Standard: 8 hours**

#### **SECURUS HAS READ, AGREES AND WILL COMPLY WITH THIS REQUIREMENT.**

Securus field service technicians maintain a working level of spare parts for minor repairs consisting of telephone sets, handsets, dials, and replacement circuit boards, either on-site or in their truck. If a technician does not have a required part, Securus will drop-ship the item to the site. Securus will ship counter-to-counter on the same day in critical situations.

For equipment replacement orders we strive to meet the same performance standards as our MTTR SLAs in the table below.

- **Meantime To Repair SLA's:** (Based on severity of issue - from first contact till resolved)

Priority	SVV/ConnectUs Related Issues	All Other Types	Description
1	4 Hours	2 Hours	30% or more system functionality adversely affected
2	12 Hours	24 Hours	5%-29% system functionality adversely affected
3	24 Hours	72 Hours	Less than 5% system functionality adversely affected
4	36 Hours	72 Hours	All other system issues

#### B. System Software

1. Updates/new releases: Time from availability to system-wide deployment

**Performance Standard: 6 months**

#### **SECURUS HAS READ, AGREES AND WILL COMPLY WITH THIS REQUIREMENT.**

When designed our centralized platform, one of our chief objectives was deploying a system that provided upgrades to all customers at regular intervals with no downtime. We achieved that objective with SCP. Securus provides upgrades to all of our customers three to four times annually through a proven and tested after hours process that allows all sites to immediately realize the benefits each upgrade. Our system delivers proven features driven by input from the most recognized corrections and law enforcement agencies in the nation.



Securus performs three to four software upgrades and releases each year, which easily falls under the prescribed Performance Standard.

### C. Network

#### 2. Service: Monthly Availability (entire system)

**Performance Standard:** 99.99% (7x24x365)

### **SECURUS HAS READ, AGREES AND WILL COMPLY WITH THIS REQUIREMENT.**

The Securus Secure Call Platform (SCP) has been available since February 2006 and has never experienced a total system failure lasting more than 24 hours. SCP is currently installed and operated at more than 2,200 customer sites. Our Network Operations Center (NOC) is dedicated to monitoring and measuring the performance of SCP. When outages occur, our NOC staff handles them quickly to limit customer impact.

The following statistics show the most recent SCP uptime through July 31, 2016:

#### 2012 Performance:

- |                                   |                |
|-----------------------------------|----------------|
| ▪ SCP User Interface Availability | 99.929% uptime |
| ▪ SCP Platform Availability       | 99.983% uptime |
| ▪ SCP Network Availability        | 100% uptime    |

#### 2013 Performance:

- |                                   |                |
|-----------------------------------|----------------|
| ▪ SCP User Interface Availability | 99.986% uptime |
| ▪ SCP Platform Availability       | 100.00% uptime |
| ▪ SCP Network Availability        | 99.994% uptime |

#### 2014 Performance:

- |                                   |                |
|-----------------------------------|----------------|
| ▪ SCP User Interface Availability | 100.00% uptime |
| ▪ SCP Platform Availability       | 100.00% uptime |
| ▪ SCP Network Availability        | 100.00% uptime |

#### 2015 Performance:

- |                                   |                |
|-----------------------------------|----------------|
| ▪ SCP User Interface Availability | 99.828% uptime |
| ▪ SCP Platform Availability       | 99.865% uptime |
| ▪ SCP Network Availability        | 99.885% uptime |

## 2016 Performance (as of July 31, 2016):

- SCP User Interface Availability 99.992% uptime
- SCP Platform Availability 100.00% uptime
- SCP Network Availability 100.00% uptime

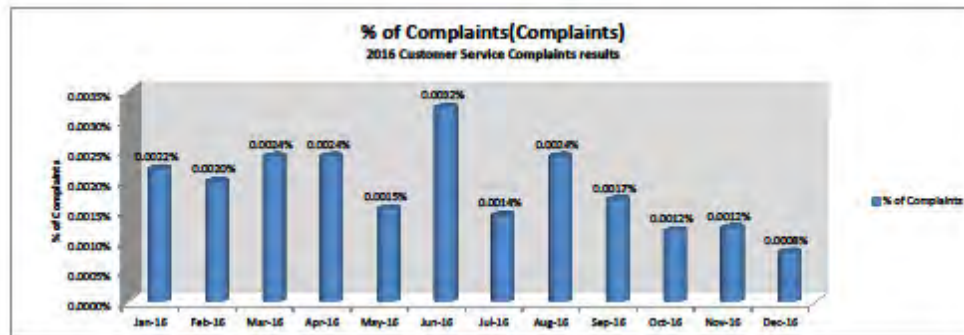
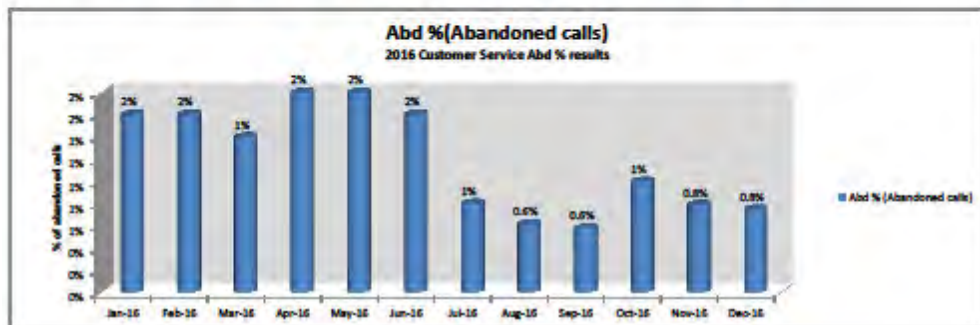
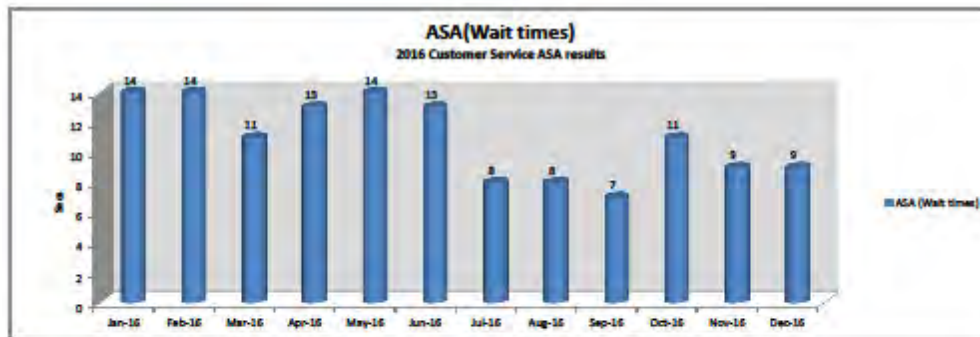
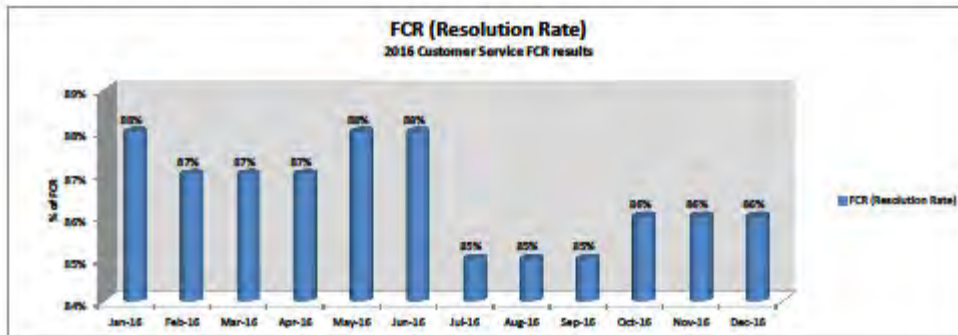
### 5.1.2 Customer Service Objectives

#### A. DOCCS as customer

1. Service
  - a. Resolution Rates  
**Performance Standard:** >70% of calls resolved on first call
  - b. Wait times  
**Performance Standard:** Monthly mean wait time < 60 seconds
  - c. Access to technical support  
**Performance Standard:** Within 10 minutes 100% of the time
2. System Availability per site: Monthly Availability within operational hours.  
**Performance Standard: 99.9%**
3. Data Transfer and availability
  - a. Timing  
**Performance Standard:** Occurs within scheduled window 98% of the time
  - b. Accuracy  
**Performance Standard:** 98% of transfers complete and correct on first transfer; 100% on second transfer.
4. Inmate Calls
  - a. Drops and Disconnects  
**Performance Standard:** Less than 2% per site per month
  - b. Voice Quality  
**Performance Standard:** Meet quality standard 99% per month
  - c. Complaints  
**Performance Standard:** Less than 5% of average annual population per month

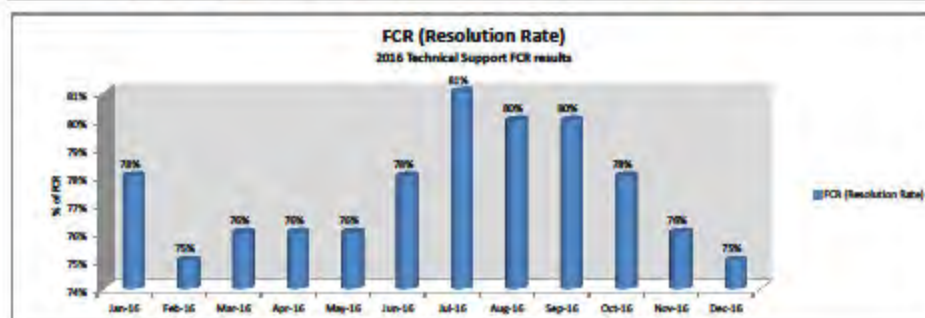
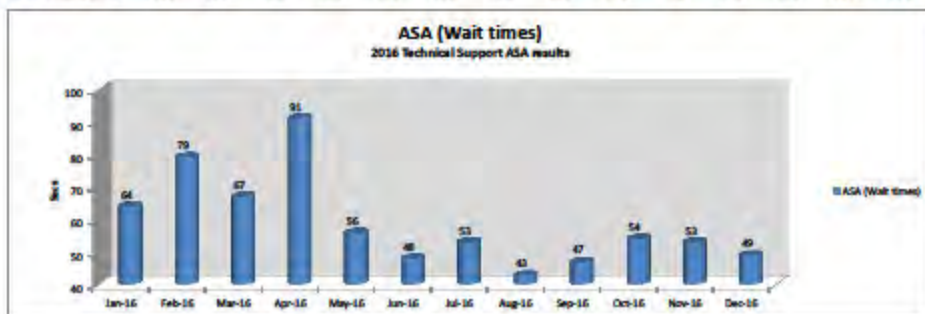
**SECURUS HAS READ, AGREES AND WILL COMPLY WITH THIS REQUIREMENT.**

Customer Service	Goal	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	2016 YTD
FCR (Resolution Rate)	> 70%	88%	87%	87%	87%	88%	88%	85%	85%	85%	86%	86%	86%	87%
ASA (Wait times)	< 60 secs	14	14	11	13	14	13	8	8	7	11	9	9	11
Abd % (Abandoned calls)	30%	2%	2%	1%	2%	2%	2%	1%	0.6%	0.6%	1%	0.8%	0.8%	1%
% of Complaints	5%	0.0022%	0.0020%	0.0024%	0.0024%	0.0015%	0.0032%	0.0014%	0.0024%	0.0017%	0.0012%	0.0012%	0.0008%	0.0019%
Count of Complaints		43	39	47	47	30	63	28	47	33	23	24	16	





Technical Support	Goal	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	2016 YTD
ASA (Wait times)	< 60 secs	64	79	67	91	56	48	53	43	47	54	53	49	59
FCR (Resolution Rate)	> 70%	78%	75%	70%	70%	70%	78%	81%	80%	80%	78%	76%	75%	77%



## B. Inmates, family & friends as customers

### 1. Service

#### a. Resolution rate

**Performance Standard:** >70% of calls resolved on first call

#### b. Wait times

**Performance Standard:** Monthly mean wait time <60 seconds

#### c. Abandoned calls

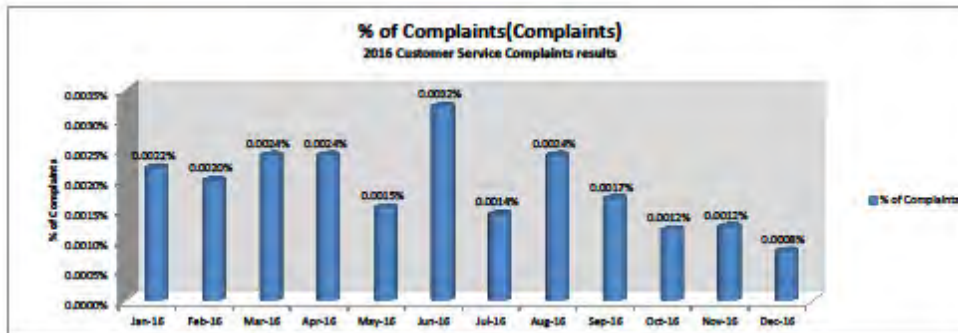
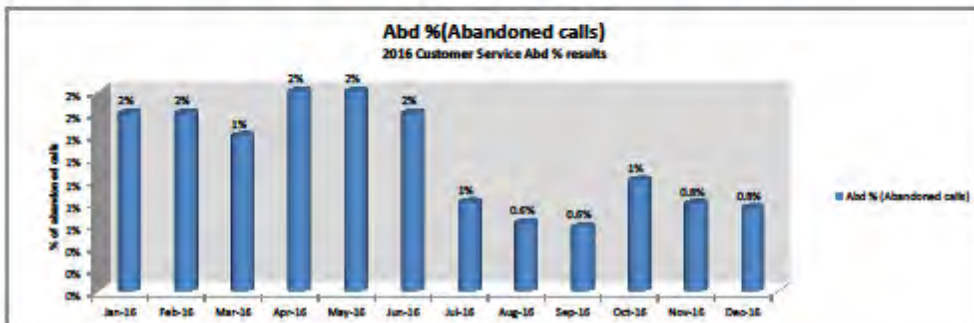
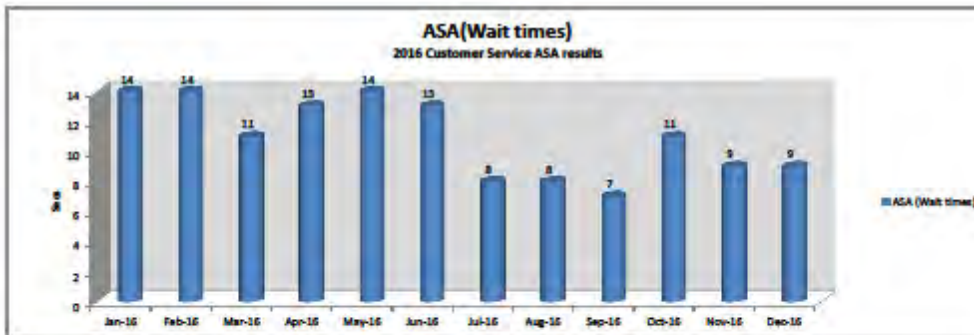
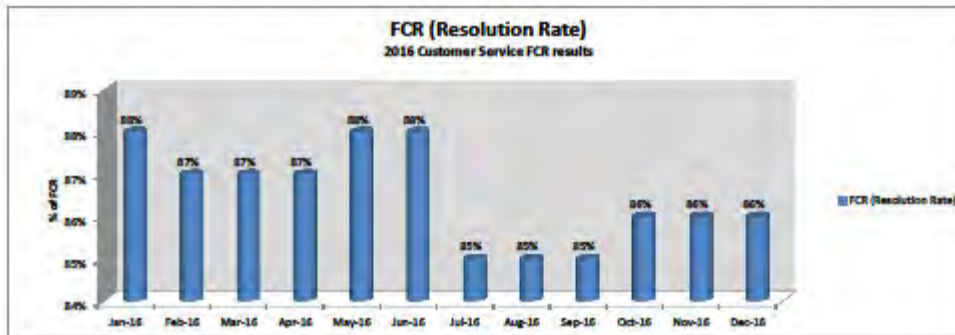
**Performance Standard:** Not to exceed 10% of calls per month

#### d. Complaints

**Performance Standard:** Not to exceed 5% of accounts per year

**SECURUS HAS READ, AGREES AND WILL COMPLY WITH THIS REQUIREMENT.**

Customer Service	Goal	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	2016 YTD
FCR (Resolution Rate)	> 70%	88%	87%	87%	87%	88%	88%	85%	85%	85%	86%	86%	86%	87%
ASA (Wait times)	< 60 secs	14	14	11	13	14	13	8	8	7	11	9	9	11
Abd % (Abandoned calls)	30%	2%	2%	1%	2%	2%	2%	1%	0.6%	0.6%	1%	0.8%	0.8%	1%
% of Complaints	5%	0.0022%	0.0020%	0.0024%	0.0024%	0.0015%	0.0032%	0.0014%	0.0024%	0.0017%	0.0012%	0.0012%	0.0008%	0.0019%
Count of Complaints		43	39	47	47	30	63	28	47	33	23	24	16	



5.2

## Resolution of Reported Problems

DOCCS has established priority levels 1-5 for problem reporting. Level 1 problems shall be the highest priority and level 5 the lowest. DOCCS has the sole authority to determine the priority level of each reported problem and to determine if the problem has been resolved and the issue closed. Resolution time is based on a 24-hour-per-day basis, 365-days-per-year service.

**Describe what steps will be taken to meet or exceed DOCCS' problem resolution objectives.**

#### **SECURUS HAS READ, AGREES AND WILL COMPLY WITH THIS REQUIREMENT.**

Securus provides superior customer service from a state-of-the-art operations center located in Carrollton, Texas. More than 50 technicians staff the Securus Technical Support Center (TSC) to ensure prompt problem resolution. The average tenure of our support management is five years and our technicians average four years.

The Securus TSC serves as a single point of contact for facility staff to request service **24 hours a day, seven days a week, 365 days per year**. There are four ways to contact the TSC:

- Telephone: 866-558-2323
- E-Mail: [technicalsupport@securustech.net](mailto:technicalsupport@securustech.net)
- Fax: 800-368-3168
- Web portal @ <http://www.securustech.net/facility.asp>

The TSC uses a call distribution system to manage the flow of inbound customer calls automatically routing calls directly to our support technicians in a skills-based, platform specific manner. Securus establishes response times and service level agreements that accomplish our objective of providing timely resolution to each request.

Technicians assign each service request one of three initial priority levels, each with resolution and escalation timelines. Every effort is made to resolve the problem remotely within the designated timeframes, and Securus resolves most service requests during the initial request. If necessary, a field service technician is dispatched to the facility to expedite resolution.

The TSC uses an event tracking system that logs, tracks, manages and assures appropriate response to all service requests. The service request generates a trouble ticket with priority level assignment that drives diagnosis and response processes. The support technician performs initial problem diagnosis and isolation procedures, determines the nature of the problem and either resolves the problem or engages an appropriate party for problem resolution. The TSC retains ownership of all service requests and is responsible for the escalation and update functions.



## Service Response Times and Escalations

Priority Level	Service Priority Description	Response Time	Customer Communication Guideline	Escalations
<b>P1 (DOCCS Levels 1 &amp; 2)</b>	A P1 is our highest service level defined as 30% or more of the functionality of the System being adversely affected by the System Event. Examples of P1 service assignments would include items such as no voice prompts, features not operating appropriately, inability to burn CD's, issues with listening to live calls, inability to access S-Gate, all phones down.	2 hours	Securus Technical Support Center notifies the facility when the service issue is resolved If a technician is required, Securus Dispatch or Field Service Technician contacts the customer with an estimated time of arrival	If response is delayed, escalation procedures within Securus' Management Team are activated to ensure appropriate resources are allocated to resolve the service request Technical Support Manager & Field Service Manager Technical Support Director & Field Service Director VP Service & Operations
<b>P2 (DOCCS Levels 3 &amp; 4)</b>	A P2 assignment defined as 5% to 29% of the functionality of the System being adversely affected by the System Event. Examples of a P2 service assignments would include items such as workstation, specific system ports, LEC circuits, unblocks, block numbers, missing CDRs, call searching.	24 hours	Securus Technical Support Center notifies the facility when the service issue is resolved If a technician is required, Securus Dispatch or Field Service Technician contacts the customer with an estimated time of arrival	If response is delayed, escalation procedures within Securus' Management Team are activated to ensure appropriate resources are allocated to resolve the service request Technical Support Manager & Field Service Manager Technical Support Director & Field Service Director VP Service & Operations
<b>P3 (DOCCS Level 5)</b>	A P3 assignment defined as less the 5% of the functionality of the System	72 hours	Securus Technical Support	If response is delayed, escalation procedures within

being adversely affected by the System Event. Single and multiple phones related issues. Examples of P3 service assignments would include items such as static on the phone, a party not being able to hear, unable to dial, a broken phone, dial pad not working, cutoff switches not working, and inability to generate reports.		Center notifies the facility when the service issue is resolved If a technician is required, Securus Dispatch or Field Service Technician contacts the customer with an estimated time of arrival	Securus' Management Team are activated to ensure appropriate resources are allocated to resolve the service request Technical Support Manager & Field Service Manager Technical Support Director & Field Service Director VP Service & Operations
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## Overview

Securus employs approximately 170 field service associates including 9 Regional Managers and a centralized Field Dispatch team to support our national customer base. The Field Service Technicians (FST) are strategically positioned to meet the response time requirements of our customer's and reside near each customer location. FSTs are all required to have extensive telecommunication background and are Securus-certified to service our product offerings. The FTSs have direct access to senior technical support and engineering resources to expedite repairs and minimize customer downtime.

## Workflow

Once our centralized Technical support operation determines that an issue requires on-site service, our dispatch team contacts the assigned FST and establishes an estimated time of arrival. The Dispatcher or the FST immediately communicate the time of arrival to the facility. Upon arrival at the facility, the FST will meet with the primary site contact to review the problem and perform the necessary repairs. Repairs typically involve repairing or replacing a defective part or wiring or correcting configuration settings.

Upon resolving the primary issue, the Field Service Technician will perform a system check to detect any unreported issues and conduct preventative maintenance checks while on-site, including:

- Cleaning out the system filters
- Testing system features and functionality
- Testing of individual phones