

RESOLUTION OF THE
GOVERNMENT SERVICES COMMITTEE
OF THE NAVAJO NATION COUNCIL

21ST NAVAJO NATION COUNCIL - First Year, 2007

Legislation No.: 0306-07
Sponsored by Roy Laughter, Council Delegate

AN ACTION

RELATING TO GOVERNMENT SERVICES; APPROVING THE NAVAJO
NATION GOVERNMENTAL VOICE OVER INTERNET PROTOCOL (VoIP)
POLICIES

BE IT ENACTED:

The Government Services Committee hereby approves the Navajo Nation Governmental Voice over Internet Protocol (VoIP) Policies as set forth in the attached Exhibit A.

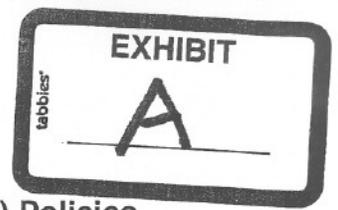
CERTIFICATION

I hereby certify the foregoing resolution was duly considered by the Government Services Committee of the Navajo Nation Council at a duly called meeting in Window Rock, Navajo Nation (Arizona), at which a quorum was present and that the same was passed by a vote of 6 in favor and 0 opposed, this 2nd day of May, 2007.



Ervin M. Reeswood, Sr., Chairperson
Government Services Committee

Motion: Orlanda Hodge
Second: Charles Damon



Navajo Nation Governmental Voice over Internet Protocol (VoIP) Policies

PURPOSE: The policy ensures that the implementation of the VoIP technology for the Navajo Nation government offices is cost effective and efficient by leveraging use of divisional networks and the Navajo Nation's interagency backbone provided by the Department of Information Technology. The policy shall cover all three Navajo Nation Branch Governments; Legislative Branch, Judicial Branch, Executive Branch; and 110 Navajo Nation Chapter Houses

AUTHORITY: Pursuant to Government Services Committee Resolution No. GSCAP-11-93 the purpose of the Navajo Nation Communications & Utilities Department (NNCUD) shall be to administer, manage, and plan for the communication (telephone and radio) and utility activities for the Navajo Nation (NN). VoIP is governed by this authority.

EFFECTIVE: Effective immediately

BACKGROUND: VoIP is a method of transmitting telephone calls over an Internet Protocol (IP) network. The IP network can be a single building closed network, an enterprise network such as provided by Navajo Nation Department of Information Technology, and/or the public Internet. VoIP telephone systems and VoIP from service providers are the state-of-the-art method for providing office communications.

POLICY: The Navajo Nation Divisions, Departments, Offices and Programs (referred to as Requester) wishing to implement VoIP technology and systems shall comply with the following policy elements:

PROCEDURES:

1. NNCUD will review and approve all VoIP systems, equipment, software, licenses and services before:
 - 1.1. Any proposals are initiated and final contract is signed;
 - 1.2. Equipment, software and licenses are purchased, leased, rented, donated or loaned;
 - 1.3. Consultants are hired;
 - 1.4. Communication circuits are ordered.

2. Requester shall complete the attached NNCUD Administrative (Attachment A) and Technical (Attachment B) Assessments that describe their current network and communication activities.

3. Requester will provide proposed system contract, costs, configurations, system specifications, and technical contact email and telephone number with proposed provider.
4. Requester must describe how the VoIP system fits in their overall network and communication plans. Any network changes required to implement VoIP should be fully documented. Any other locations that will be changing should be described.
5. Each procurement will require a new NNCUD approval even where a master contract exists.
6. Requester will specify how 9-1-1 and E9-1-1 communications will be provided.
7. A complete technical review and approval will be performed by the Department of Information Technology (NNDIT). Some of the elements considered are:
 - 7.1. Interoperable with the NNDIT central call administrator
 - 7.2. Integration and compatibility
 - 7.3. High quality connection documented to NNDIT core network
 - 7.4. Security methods are documented
 - 7.5. Quality of Service elements of the network must meet NNDIT standards
8. Must be compatible with NNCUD telephone practices:
 - 8.1. For Window Rock systems, integration with the Centrex and communication providers must be described by the Requester;
 - 8.2. Complies with NN tri-state dialing plan.
9. Requester will specify funding sources for
 - 9.1. Initial equipment, software, licenses and implementation costs;
 - 9.2. Recurring staff, maintenance, license, software and communication circuit and services.
10. Requester will provide a Cost/Benefit analysis to NNCUD that includes:
 - 10.1. Total cost of ownership (TCO) over a 5 year period of the proposed VoIP solution;
 - 10.2. Compare TCO of other methods considered such as Centrex or NNCUD's provided VoIP solution;
11. VoIP solution needs to be provided by a qualified vendor.

12. Requester must comply with Navajo Nation procurement requirements.

13. NNCUD reserves the right to audit any system at any time and in a timely manner the Requester must provide all VoIP related contracts, purchase orders, system configurations, information on communication circuits, training packages and other related items requested by NNCUD.

14. Non-compliance with this policy will be subject to Navajo Nation Personnel Policies and Procedures and will be referred to Office of Auditor General.



**Voice over Internet Protocol
Administrative Site Assessment (required for each site)**

Division			
Department			
Agency Location:	<input type="checkbox"/> Ft Defiance	<input type="checkbox"/> Western	<input type="checkbox"/> Eastern
	<input type="checkbox"/> Shiprock	<input type="checkbox"/> Tuba City	
Site Contact:		Phone:	
E-mail			

Building

Physical Address _____ City _____ State _____

Type of building (Modular, Trailer, etc...) _____

Ownership of Building Tribal BIA Private Other

Is the building a historical building? Yes No

Does the building meet building codes? Yes No

Is the building shared by other departments? Yes No

If yes, which departments? _____

Are there other departments in close proximity of the building? Yes No

If yes which departments? _____

Is building power stable enough to handle equipment? Yes No

Floor plan provided? Yes No

Funding

Funding available? Yes No

Type of funding? _____

Contract Admin and or Accountant Contact: _____ E-mail: _____ Phone: _____

Staffing

Organizational Chart Provided? Yes No

Total staff in building: _____

IT staff in building? Yes No If yes how many? _____

IT Names	Title	Phone Number	E-mail
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

Internet Service Provider

Internet Service Provider: (Frontier, DIT, etc.): _____

How many T-1, DSL, etc. accounts do you have? _____

Please provide a list of accounts and which offices they belong to.

Are your payments up to date? Yes No

Do you require a balance and terms of service check? Yes No

Telephony

Telephone provider: _____

Are your payments up to date? Yes No

Please provide a list of accounts and which offices they belong to.

Are your payments up to date? Yes No

Do you require a balance and terms of service check? Yes No

Total number of phones lines coming into building: _____

Total number of phone lines for department: _____

Number of phone lines with long distance dialing _____

Total number of toll free lines _____

Total number of central call centers (receptionist, 'catch-all extensions') _____

Total number of fax lines: _____

Total number of conference bridges: _____

Listing of phone numbers provided?

Yes No

Please construct a table for each phone line and line type as such:

Outside Line	Internal Extension	Type of line	No. of users	General listing of existing services for each line	General listing of anticipated IPT services for each line
Example A: 928-871-2000	2000	Fax	15	8-5 long distance	24x7 long distance
Example B: 928-871-2001	2001	Voice	2	voicemail, caller id, 8-5 long distance	voicemail, caller id, long distance
Example C: 800-871-2563	2563	Toll Free	>100	receiving calls only to automated system for automated routing	receiving calls only to automated system for automated routing



**Voice over Internet Protocol
Technical Site Assessment (required for each site)**

Division:			
Department:			
Agency Location:	<input type="checkbox"/> Ft Defiance	<input type="checkbox"/> Western	<input type="checkbox"/> Eastern <input type="checkbox"/> Shiprock <input type="checkbox"/> Tuba City
Site Contact:		Phone:	
E-mail:			

Computers

Total computers in building _____

No. of Workstations: _____ No. of Laptop/Notebooks: _____

Total number of Operating Systems _____ 98 _____ 2000 _____ XP

Total number of servers _____

Server Name	Server Type (file, e-mail, domain controller, etc.)	Server OS
-------------	---	-----------

Does each computer/server have a UPS Yes No

Network

Are all the computers networked? Yes No

Type of cabling used (Cat 5, Cat 5e, Cat 6) _____

Number of hubs _____

Number of switches _____

PoE Capable? Yes No

Number of routers _____

Other Network devices? _____

Network equipment list provided? Yes No

List all of your network devices: _____

Make	Model	PoE Capable?

Does the network equipment have a UPS scheme?

Yes No

Network Topology provided?

Yes No

Network Configuration diagram provided?

Yes No

IP address scheme, range list provided?

Yes No

Internet Connectivity?

Yes No

If yes, what type of connectivity?

Dial-Up DSL Other _____

Internet Service Provider: (Frontier, DIT, etc.): _____

Closest known T1 connection: _____

Future Upgrade Plans?

Explain:

Have any equipment/services been encumbered/purchased for the upgrades?

Yes No

Does your budget plan to encumber/purchase any equipment/services for your upgrade plans?

Yes No