



### Statewide Infrastructure Backbone (Session Initiation Protocol - SIP) FAQ

This FAQ is a living document and will continue to be updated as more information becomes available. If you have a question that is not answered in this FAQ, please email Gagan Masaun: [gagan.masaun@state.co.us](mailto:gagan.masaun@state.co.us)

#### General Information

**1. What is SIP trunking?**

SIP stands for **Session Initiation Protocol** and is the virtual version of an analog phone line. It is a technology that allows users to communicate over the internet (e.g., phone calls, video conferencing) and will replace T-1 trunking.

**2. What is T-1 trunking?**

T-1 trunking uses telephone lines to connect communication points between users.

**3. Why are we migrating to SIP?**

T-1 trunking isn't as reliable as SIP. If you lose your T-1 trunking, you will not have phone service. With SIP trunking, it rolls over to another trunking automatically if one fails.

**4. How long will the maintenance take?**

Each phase will impact different locations for different agencies, and communications will go out for each phase to inform the ITDs. Testers will be needed for each agency. Each phase can take up to 10 days to complete.

**5. How will migrating to SIP impact my agency?**

There will be a 10 minute interruption in inbound calls during the two hour implementation window. Rollback for any reason will require up to eight hours during which agencies will have interruption for inbound calls (outbound calls will not be impacted).

**Testing**

Testers are needed for each agency (testing is based on agency, not location). At this time, DPA and DOR are ready to test, in which pre-testing needs to begin the week of Oct. 24. Please submit testers names to me by Wednesday, Oct. 19. **The tester must be a Jabber user and we need him/her onsite.**

**6. When will we be informed of our agency’s switch to SIP?**

The OIT project team will collaborate with your agency’s IT Director to determine the best times and cadence to send communications (e.g. Planned Maintenance notification from OIT Service Desk) before the work occurs.

**7. Which phone functions will be unavailable during the 10 minute outage?**

Access to inbound phone calls. Internal state calls will still be working.

**Phase 2 Impacted Agencies**

**1. When do the Phase 2 cutovers take place?**

The planned maintenance is scheduled Wednesday Dec. 14 and Thursday, Dec. 15 each day after 5 p.m.

**2. What is the schedule?**

Since the project team is implementing changes by phone number, this means that multiple agencies and buildings are affected each day.

**3. Which agencies and buildings are affected for Phase 2?**

Agency	Building
CDHS	1575 Sherman, Denver CO
CDHS	1001 S. Main, Prowers County
CDLE	11990 Grant, Denver CO
CDLE	2211 W Evans, Denver CO
CDLE	3500 Illinois, Golden CO
OIT	4201 E Arkansas ave, Tower Lines
CDPS	1341 Sherman, Denver CO
CDPS	200 East 14th, Denver CO
DOR	1679 Cole, Denver CO
DOR	1687 Cole, Denver CO
DOR	1707 Cole, Denver CO
DOR	275 S. Main, Loveland CO
DOR	1881 Pierce, Lakewood CO
DPA	1313 Sherman, Denver CO
DPA	1001 62nd, Denver CO
DPA	1525 Sherman, Denver CO
Auditor	1525 Sherman, Denver CO
Gov Mansion	400 8th, Denver, CO
CDPS	12265 West Bayyaud Ave (pending)

Agency	Building
Education	201 East Colfax, Denver CO
Education	1525 Sherman, Denver, CO
Education	1600 Broadway, Denver CO
Education	1560 Broadway, Denver CO
	1375 Sherman Denver CO *CDPS is moving to this location
DOR, CDPS	
Governor	1600 Broadway, Denver CO
Governor	200 East Colfax, Denver CO
HCPF	303 East 17th, Denver CO
HCPF	1570 Grant, Denver CO
History Colorado	1200 Broadway, Denver CO
Legislature	1525 Sherman, Denver CO
Legislature	400 8th, Denver CO
Legislature	200 East Colfax, Denver CO
Legislature	200 East 14th, Denver CO
Treasury	200 East Colfax, Denver CO
DOLA	1313 Sherman, Denver, CO
Agriculture	305 Interlocken, Broomfield, CO

CDPS approval)		
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**What if I need additional assistance?** From Dec 14-Dec 16, we will open our SIP support hotline and it can be reached at 303 764 7630. After Nov 18, agencies can report issues by calling the OIT Service Desk at 303.239.4357 (HELP) or through the [Customer Service Portal](#). OIT will closely track all service desk tickets related to the upgrade work.