**EPIC 1: Disaster Recovery in Azure**

**Description & Benefits:**  
Disaster Recovery (DR) in Azure involves implementing **strategies and services** to recover from **natural disasters, hardware failures, or cyber-attacks**. It ensures **business continuity, minimizes data loss, and reduces costs** by leveraging Azure’s infrastructure. This approach also scales with business needs, allowing for flexible disaster recovery planning.

**Quarter:** Q1 - Q4  
**Status:** WIP

**Business Value:**  
✔ Ensures **minimal downtime** and quick recovery after disruptions  
✔ Reduces **operational risks** and enhances business resilience  
✔ Provides **cost-effective DR solutions** compared to traditional methods  
✔ Enables **scalability** with Azure’s pay-as-you-go model

**Acceptance Criteria:**  
✅ A **fully documented** DR plan, including RTO (Recovery Time Objective) and RPO (Recovery Point Objective)  
✅ Successful **failover and failback** testing in an Azure environment  
✅ Implementation of **Azure Site Recovery (ASR)** or other DR tools  
✅ Verification of **automated backup and replication policies**

**EPIC 2: HPE Firmware Upgrade**

**Description & Benefits:**  
Upgrading HPE firmware **improves system performance, security, and stability**. It ensures optimal hardware operation by **patching vulnerabilities**, increasing reliability, and providing access to **new features and functionalities**.

**Quarter:** Q2 - Q3  
**Status:** HOLD

**Business Value:**  
✔ Enhances **system performance and stability**  
✔ Reduces the **risk of failures and downtime**  
✔ Extends **hardware lifespan** and avoids premature replacements  
✔ Ensures **compliance with security and industry standards**

**Acceptance Criteria:**  
✅ Identification of **all HPE devices** requiring firmware upgrades  
✅ Successful **firmware update without system failures**  
✅ Validation through **performance and security tests**  
✅ Documentation of **upgrade steps and rollback plans**

**EPIC 3: Syslog Integration with Kibana**

**Description & Benefits:**  
This project focuses on integrating **Syslog from Windows & Linux systems** with Kibana for **real-time monitoring and log analysis**. It involves setting up Syslog servers, configuring log forwarding, and ensuring compatibility with **Kibana dashboards**.

**Quarter:** Q1  
**Status:** WIP

**Business Value:**  
✔ **Centralized logging** for better visibility into system events  
✔ Enables **faster troubleshooting and incident response**  
✔ Helps in **security monitoring and compliance**  
✔ Supports **real-time log analysis and trend identification**

**Acceptance Criteria:**  
✅ Successful **Syslog forwarding from Windows & Linux**  
✅ Configured Kibana dashboard **displaying real-time logs**  
✅ Ability to **filter logs by host, severity, and event type**  
✅ Tested **alerting mechanism for critical logs**

**EPIC 4: Open-Source Hypervisor**

**Description & Benefits:**  
Adopting an **open-source hypervisor** eliminates **licensing costs**, improves **flexibility**, and provides **continuous security updates** from the open-source community. It also promotes **interoperability** with various hardware and software.

**Quarter:** Q2 - Q4  
**Status:** HOLD

**Business Value:**  
✔ Eliminates **licensing costs**, leading to significant savings  
✔ Enhances **customization and flexibility**  
✔ Ensures **community-driven support and updates**  
✔ Promotes **vendor independence**

**Acceptance Criteria:**  
✅ Selection of an **appropriate open-source hypervisor** (e.g., KVM, Xen)  
✅ Successful **installation and configuration** in a test environment  
✅ Performance benchmarking and **stability testing**  
✅ Documentation of **deployment procedures**

**EPIC 5: SCVMM Backup Solution**

**Description & Benefits:**  
The **SCVMM Backup Solution** ensures a **reliable backup and disaster recovery** strategy for virtual machines. It involves configuring backup schedules, selecting appropriate storage, and ensuring **data integrity and compliance**.

**Quarter:** Q1 - Q3  
**Status:** WIP

**Business Value:**  
✔ Protects **SCVMM-managed virtual machines**  
✔ Reduces **downtime in case of failures**  
✔ Ensures **compliance with data protection regulations**  
✔ Provides **automated backup and recovery solutions**

**Acceptance Criteria:**  
✅ Automated **backup configuration and testing**  
✅ Successful **recovery of virtual machines** from backup  
✅ Implementation of **redundant backup storage**  
✅ Monitoring and alerting for **backup failures**

**EPIC 6: Redesign RDS Service (HA Mode)**

**Description & Benefits:**  
This project focuses on redesigning **Remote Desktop Services (RDS) in High Availability (HA) mode** by implementing **multiple RDS servers** for fault tolerance.

**Quarter:** Q1  
**Status:** WIP

**Business Value:**  
✔ Eliminates **single points of failure in RDS**  
✔ Ensures **continuous service availability**  
✔ Supports **load balancing for better performance**  
✔ Reduces **downtime for remote users**

**Acceptance Criteria:**  
✅ Deployment of **at least two RDS servers in HA mode**  
✅ Successful **failover testing** between servers  
✅ Load balancing configured for **optimized performance**  
✅ User connectivity testing and **performance benchmarking**

**EPIC 7: SAN Switch Migration**

**Description & Benefits:**  
Migrating SAN switches **improves performance, scalability, reliability**, and enhances **network security** while enabling **future-proofing** of the infrastructure.

**Quarter:** Q2  
**Status:** WIP

**Business Value:**  
✔ Improves **data transfer rates** and network speed  
✔ Enhances **redundancy and failover capabilities**  
✔ Future-proofs **infrastructure for next-gen technologies**  
✔ Optimizes **storage network efficiency**

**Acceptance Criteria:**  
✅ Identification of **current and target SAN switches**  
✅ Successful **data migration without downtime**  
✅ Performance and **reliability testing**  
✅ Documentation and **knowledge transfer**

**EPIC 8: Old UNITY 400F Utilization**

**Description & Benefits:**  
This project repurposes the existing **UNITY 400F storage server** to enhance **storage efficiency and reduce dependency** on Hitachi E590 storage servers.

**Quarter:** Q1  
**Status:** WIP

**Business Value:**  
✔ Maximizes **existing hardware investments**  
✔ Reduces **overuse of Hitachi E590 storage**  
✔ Enhances **storage capacity and performance**  
✔ Saves costs by **delaying new storage purchases**

**Acceptance Criteria:**  
✅ Successful **mounting and configuration of UNITY 400F**  
✅ Integration into **existing storage infrastructure**  
✅ Performance and **load testing validation**  
✅ Documentation of **best practices for usage**

**EPIC 9: New Hitachi VSP B26**

**Description & Benefits:**  
To **reduce the high utilization** of the existing **Hitachi E590**, this project involves the **deployment and production rollout** of the new **Hitachi VSP B26 storage** system.

**Quarter:** Q2  
**Status:** HOLD

**Business Value:**  
✔ Expands **storage capacity and efficiency**  
✔ Reduces **load on existing Hitachi E590**  
✔ Enhances **performance and reliability**  
✔ Provides a **scalable storage solution**

**Acceptance Criteria:**  
✅ Successful **racking and power-up of VSP B26**  
✅ Data migration **without disruption**  
✅ Performance benchmarking **and optimization**  
✅ Documentation for **management and monitoring**

**Comm:**

**1) EPIC: TFN Status Check**

**Description & Benefits:** This initiative is part of the TFN (Toll-Free Number) availability check, where the team will develop an open-source dialer to validate TFNs.  
**Quarter:** Q3

**2) EPIC: WhatsApp Implementation**

**Description & Benefits:** As part of our Voice Platform modernization, we will be integrating WhatsApp with the existing NICE infrastructure.  
**Quarter:** Q1-Q2

**3) EPIC: Email Migration from Brand Embassy to Digital**

**Description & Benefits:** Email services need to be migrated from Brand Embassy to CXOne for improved functionality and centralization.  
**Quarter:** Q1-Q2

**4) EPIC: MPLS Implementation**

**Description & Benefits:** This project focuses on enhancing the contact center's connectivity posture through MPLS implementation.  
**Quarter:** Q2

**5) EPIC: CXOne Agent Migration from MAX**

**Description & Benefits:** This project involves migrating existing MAX agents to the CXOne modern infrastructure. It requires API migration and technical coordination.  
**Quarter:** Q2-Q3

**6) EPIC: AI Solution UAT**

**Description & Benefits:** (Details Not Available)  
**Quarter:** Q1-Q2