Updated Technology Requirements

The purpose of the Updated Technology Requirements document is to describe the technology components required to support the proposed CiRM implementation.

Based on the analysis performed for the 311 Re-architecture project and the results produced by the Gap analysis and the Target Technology Matrix, only two technology components have to be improved or upgraded to support the new CiRM, those are the WebSphere Application and Portal servers and the Avaya Interaction Center.

Technology Requirements

* WebSphere Application server and WebSphere Portal Server Upgrade

The new CiRM system consists of a series of new subsystems components which will be hosted on WAS and the Portal servers at ETSD. The current ETSD WebSphere infrastructure requires CPU and Memory upgrades to better handle and support the new load of applications and the volume of transactions that CiRM will bring.

* Avaya Interaction Center Upgrade

The reason to upgrade to the latest version of Avaya IC is because the current Avaya IC version 6.1.3 is out of support. Upgrading to a newer version of IC will provide improved features and tools to provide better customer service.

**Assumptions**

The current Avaya PBX S8700 will be used for the implementation of the new CiRM.

In summary, the 311 Re-architecture shows the shifting from a Client Server/Oracle based application hosted in several servers (Motorola CSR) to a model-driven web based system (CiRM) based on Ontology Web Language and capable of integrating with other components on the enterprise.