



**RED CROWN
CREDIT UNION**

**TECHNOLOGY COMMITTEE
MEETING**

**May 17, 2019 - 11:30 AM
Red Crown Board Room - Southtown**

RED CROWN CREDIT UNION

Technology Committee Meeting

Agenda

May 17, 2019

Southtown Board Room

- | | | |
|--------------------------------------|---------|---------------|
| 1. Election of Committee Chairman | | |
| 2. IT Report | Pgs 3-5 | S. Richardson |
| 3. Disaster Recovery Manual - Review | Pg 6 | J. Thornton |

To: Red Crown Technology Committee

From: Steve Richardson, Digital KeepSafe LLC

Date: 05-17-2019

Subject: Technology Committee Report

Phone System

- Signed Contract with 8x8
- Ordered and Received Phones
- Configure Users - Completed
- Install New Polycom IP Phones - Completed
- Assigned Temp Phones Numbers - Completed
- Install VO (Virtual Office) on all PC's - Completed
- Configure VO to auto-start when users log onto the computer - Completed
- Install and configured VCC (Virtual Call Center) - Completed
- Setup call queues for Call Center and Lending - Completed
- Training
 - Phones and Voice Mail - Completed
 - Call Center - Completed
 - Virtual Office - Completed

Porting Phone Numbers

- Completed Documentation to Port Numbers from Cox to 8x8
- Red Crown Numbers 477-3200 - 477-3299
- Completed and Submitted Mapping Document
- Mapped Temp Numbers to Red Crown Numbers

Routers and Switches

- Configure routers with Separate IP's for Phones - Completed
- Configure all switches with VLAN to give priority to Voice over Data - Completed

Backup Internet Circuit

- Install a Fiber Internet Circuit with Encore - Completed
- Note: The new phones use the Internet instead of a dedicated PRI Circuit backup Internet Connection
- Looking at a device to auto share the two Internet lines for auto failover protection

Go Live Date

- Tuesday, May 7th 2019
- On this date all Red Crown numbers are transferred to the new phones
- All Calls to 918-477-3200 and 1-800- 318-7228 will be answered by the Call Center instead of an operator

Miscellaneous Follow Up Tasks

- Ensure everything is working on the new system
- Verify all billing is correct with 8x8
- Remove PRI line from Cox (**Savings of \$392.00 per month**)
- Remove any unnecessary POTs numbers no longer needed. For example all alarms are using the network and Cellular communications. (Savings of \$40.00 per line)
- We will be removing the main number and after hours number for the Prior branch. Everyone will now have a DID (Direct Inward Dialing) number.
- Remove Toshiba Phone System and Phones

Agenda from the postponed 2-15-2019 Committee Meeting

Claremore Branch

- Cox Business Fiber
- 1GB Metro E – completed
- Internet Installed – Off Network – completed
- WiFi Router installed
- Computers, Printers, KIOSK - installed
- Video Wall and Interactive TV installed
- KIOSK Computer - installed

Claremore Infrastructure

- Equipment and Cable Rack – Installed
- Voice and Data Cabling – Installed
- Voice and Data Cable Testing – Completed
- New Router – Installed and Tested

Finastra – New Branch Setup

- Add Branch 6 to Finastra – Terminal Numbers, Teller Numbers, etc.
- Open Case to add 10.39.112.0/24 to the Finastra Router
- Open Case to configure Branch Capture PC
- Open Case to add Check and Report Printers

Infrastructure Upgrade

- Routers
 - All branches have been upgraded from Adran 3448 100MB routers to the Adtran 3140 GB Routers.
- Network Switches
 - All branches have be upgraded with HP/Aruba Gigabit Power over Ethernet (PoE+) Network Switches. Older switches were only 100MB and had no PoE witch will be how the new phones are powered.

Advance Alarms

- Alarm System - completed
- Security Cameras – completed

Mick's Vault Works

- Drive-Thru Equipment – Completed
- ATM – Installed
- Night Drop/Vault - installed

MEMO

To: Technology Committee
From: Management
Date: May 17, 2019
Re: Disaster Recovery Manual

After review, Management recommends the following changes to the Disaster Recovery Manual:

Updated Sr/VP Lending to include CLO throughout document.

Updated branches to include Claremore Branch throughout document.

Updated VP Collections to Collections Manager

Changed the following paragraph:

pg. 28 VI. Business Recovery Team - B. #5. Records Restoration

Restoration of processed information and certain other records will be accomplished with our digital image storage system. ~~and our microfilm reader/printer equipment. Microfiche, microfilm and backup disks are kept in the main office vault.~~

The current Disaster Recovery Plan is located under Policies & Disaster Recovery in the Volunteer Portal. If you would like to see the updated version please let us know.