Recommendation to V-Cat Council
Select Default Teleforms Replacement Product in Case of Emergency

Prepared by Joshua Klingbeil
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Summary:

The Teleforms telephone notification and renewal product set is no longer being supported by III. As of the drafting of this recommendation, the final date of Teleforms application support from III to V-Cat is unknown but discovery is in process. The V-Cat Council has already reviewed two potential replacement products\vendors, iTiva which is officially supported by III and Unique Management. Another product in this space, ShoutBomb, has come to our attention and experiences with that product as well as updated experiences with iTiva from other Sierra consortia lead us to suggest that this project warrants additional research and review.

Time **may** be of the essence. Even if the Teleforms product is already out of support, Teleforms is still currently functioning and will likely remain so for the foreseeable future if we make no major updates to Sierra. If the Teleforms product is still under support (by contract or otherwise) for V-Cat from III then the urgency is diminished but only in the sense that it will be delayed. We do not want to push for the Council to rush a decision, but neither to we want to delay a decision beyond the minimum necessary timeframe to produce an updated product review.

The priority risk of failure is in the loss of telephone notifications throughout the system, until a replacement product is procured and implemented. At this time we believe that risk of failure is low, but the priority of risk is high enough to warrant this hybrid method of proactive mitigation.

Recommendation:

WVLS recommends that the V-Cat Council select iTiva as the default product for pursuit in case of emergency need while we work to build an updated, comprehensive review of the iTiva and ShoutBomb products for the Council.

Proposed conditions for acting on emergency need:

- We learn Teleforms is no longer under support **OR** we lean Teleforms support will end prior the next V-Cat Council Meeting in February 2020 **AND**:
- The Teleforms production service set fails **OR** gives signs of imminent failure while no longer supported.

Recognizing that the V-Cat Council may desire an updated product review, and that there is potential high priority risk but no indication of imminent failure, we feel that this emergency contingency option balances the risk with product selection due diligence.

Alternative Recommendation:

WVLS alternatively recommends that the V-Cat Council select iTiva as the product for replacing Teleforms if the Council is comfortable enough at this time with previous product review, cost estimation information, and discussion to make that decision.