

Future KETS Voice Guidelines

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In an effort to provide districts with the best opportunity for successfully implementing Voice Services within the KETS network, KDE is providing high-level guidelines that districts should consider as they make their purchasing and deployment plans for future voice services.

The guidelines below should be a starting point of questions; information gathering; and potential concerns that should be addressed when beginning to consider a Voice solution for your district. As the industry continues to evolve, KDE will continue to update these guidelines as appropriate.

- Prior to looking for a provider, what are your requirements: Ie., Number of phones; Features required; Reporting/Analytics; Scalability for future growth; 911 Services; Self-service; Warranty and repair; Contract terms; Service Level Agreements (SLAs).
- As you begin to look for a provider; has the provider installed voice services in another KY school district? If the answer is yes, it is useful to contact the installed district(s) and ask them about the total experience with the vendor. In this case, the vendor will have successfully installed a system in the KETS environment and eliminates the need to validate interoperability with the Office of Education Technology. Districts are advised to strongly consider choosing providers that have successfully implemented voice services previously in Kentucky Public Schools.
- If the vendor has not successfully installed a system in a KY school district, then the chosen vendor will need information about the KETS network environment: [KETS Technical Environment Information Document](#)
- For the vendor to design and implement their proposed service and be sure that their design will work in our environment, the Office of Education Technology is available to address that a proposed vendor may have regarding their connectivity into the KETS infrastructure. Typically, the primary distinguishing factor for an enterprise design centers around how well the service or hardware is

designed to work within the shared-service security framework (Firewall) at each district, although there may be other mitigating factors. The process of technical review should be initiated through the respective KETS Field Staff member.

- It is in the best interest of the district that the vendor obtains the necessary information about the KETS network and assures that the proposed services being offered will work in our environment prior to the design/implementation stage and/or awarding any contract. The district should strongly consider requiring a proof of concept in the district environment to verify that the proposed service will work before committing to a purchase.
- In lieu of KDE no longer sponsoring K12 specific contracts for voice services or voice hardware solutions, districts should ensure that model procurement guidelines are followed for all future requisitions.

The information contained within this document is the current state for the respective Kentucky Educational Technology System (KETS) technical environments. However, this document is for high level planning purposes only.

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