

# networkMaryland™

## Getting Connected Package



April 2008

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## List of Version Changes

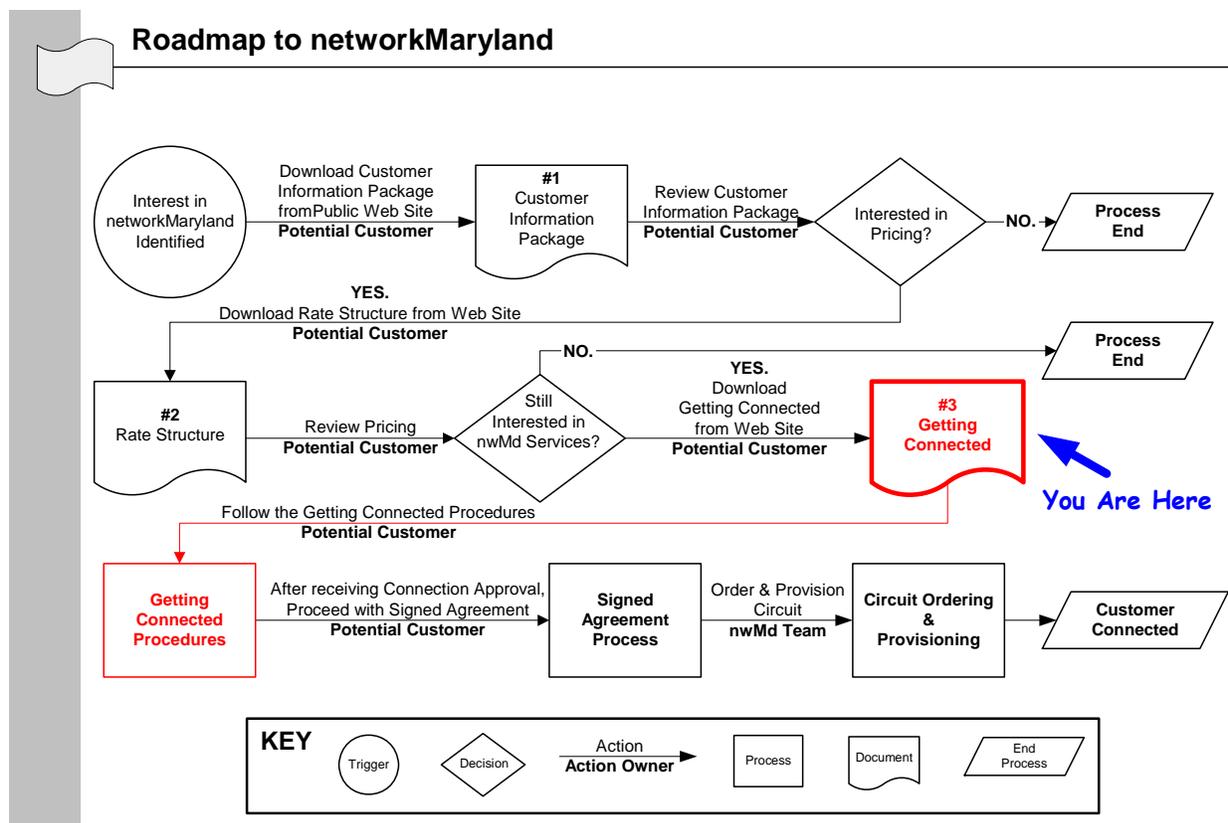
| Date      | Version | Changes   |
|-----------|---------|---|
| 7/28/2003 | 5a      | <ul style="list-style-type: none"><li>Replaced obsolete WAN request form with link, updated contact info</li></ul>  |
| 3/4/2004  | 5b      | <ul style="list-style-type: none"><li>Updated processes, contact information and forms</li></ul>  |
| 7/27/05   | 6       | <ul style="list-style-type: none"><li>Updated Logo on Cover</li><li>Updated Team Points of Contact</li><li>Added TM where appropriate</li></ul>   |
| 10/24/05  | 6       | <ul style="list-style-type: none"><li>Updated Diagram 3.1 (modified WAN Request Box)</li></ul>  |
| 01/08/07  | 6.1A    | <ul style="list-style-type: none"><li>Updated Team Points of Contact</li><li>Updated nwMD Overview</li><li>Adjusted formatting where appropriate</li></ul>                              |
| 04/24/07  | 7       | <ul style="list-style-type: none"><li>Updated name on cover sheet</li><li>Updated nwMD Overview</li><li>Replaced WAN request form link</li><li>Updated Team Points of Contact</li></ul> |

# 1- Introduction

## 1.1. Purpose

- The purpose of this document is to provide decision-making information to potential customers about networkMaryland™

## 1.2. Roadmap



**Figure 1. Roadmap – You Are Here**

## 1.3. Document Organization

- Section 2 contains an overview of networkMaryland™
- Section 3 details the Getting Connected Process
- Section 4 describes the guidelines for ordering LEC circuits
- Section 5 identifies how to retrieve the WAN form and instructions
- Section 6 identifies the Customer Survey
- Section 7 discusses circuit acceptance
- Section 8 discusses billing procedures

## 1.4. Team Points of Contact

- **Table 1. networkMaryland™ Team Points of Contact**

| <b>Name</b>         | <b>Function</b>                    | <b>Phone #'s</b> | <b>Location</b> |
|---------------------|------------------------------------|------------------|-----------------|
| Greg Urban          | Director                           | 410.260.7279     | Annapolis       |
| Joe Scher           | Networks Division Controller       | 410.260.7284     | Annapolis       |
| Tim Kwong           | Operations Manager                 | 410.260.7423     | Annapolis       |
| Gary Moulton        | Customer Implementation<br>Manager | 410.260.7095     | Annapolis       |
| Tia McCoy – Johnson | Network Associate                  | 410.260.7554     | Annapolis       |

**Email List:** [nwMd@doit.state.md.us](mailto:nwMd@doit.state.md.us)

## 2 - networkMaryland™ Overview

networkMaryland™ is a statewide high-speed backbone available throughout the State of Maryland to connect Public Sector customers' networks. The Public Sector is defined as State, county and municipal government agencies and departments, public libraries, public hospitals, public K-12 education, and higher education. networkMaryland™ has requested a ruling from the Public Service Commission to allow networkMaryland™ to provide services to non-governmental entities that receive state funds specifically: private hospitals, private institutions of higher learning, private institutions providing K-12 education and privately funded libraries. networkMaryland™ offers InterLATA transport and Internet services to the Public Sector.

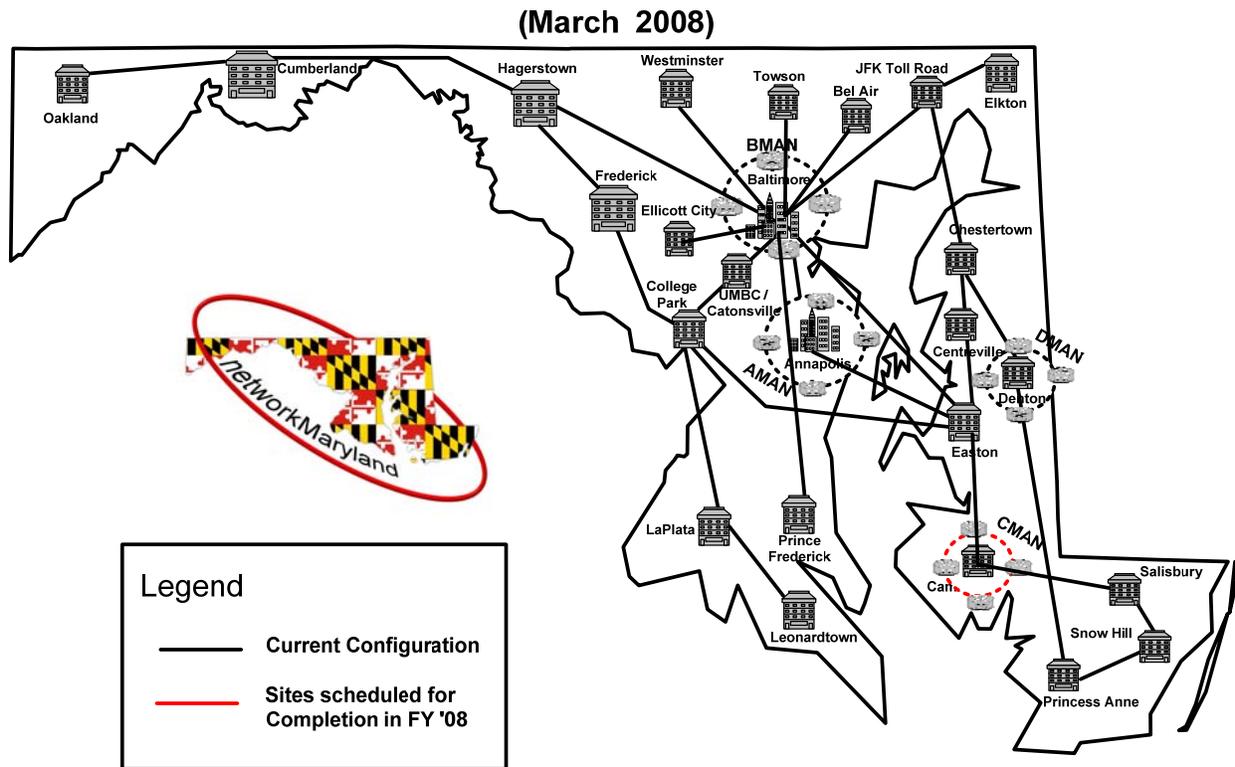


Figure 2. networkMaryland™ Design Overview

### 3- Getting Connected Process

#### 3.1. Process to Signed Agreement

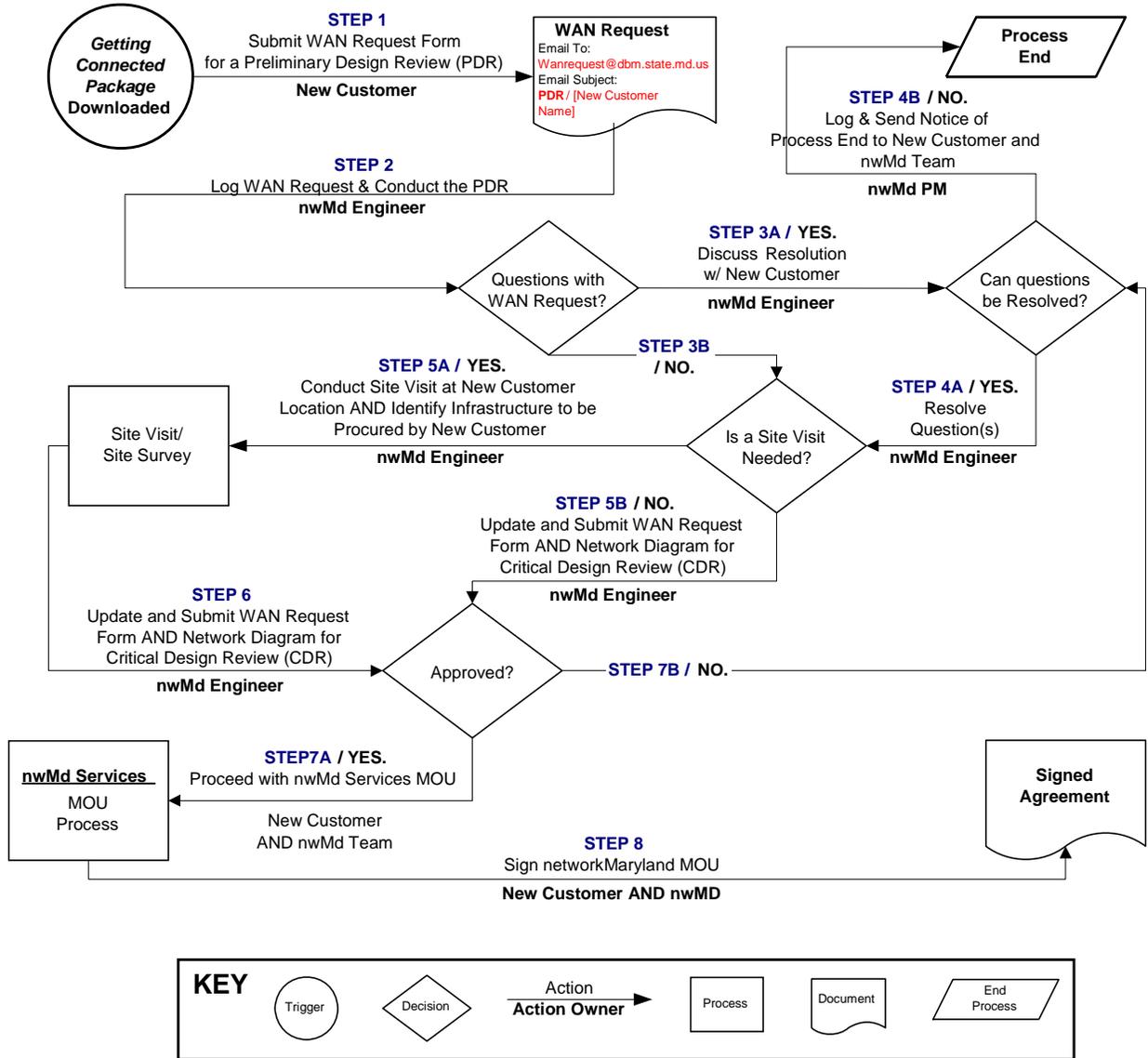


Figure 3-1 - Process to Signed Agreement

### 3.2.Process from Signed Agreement to Billing

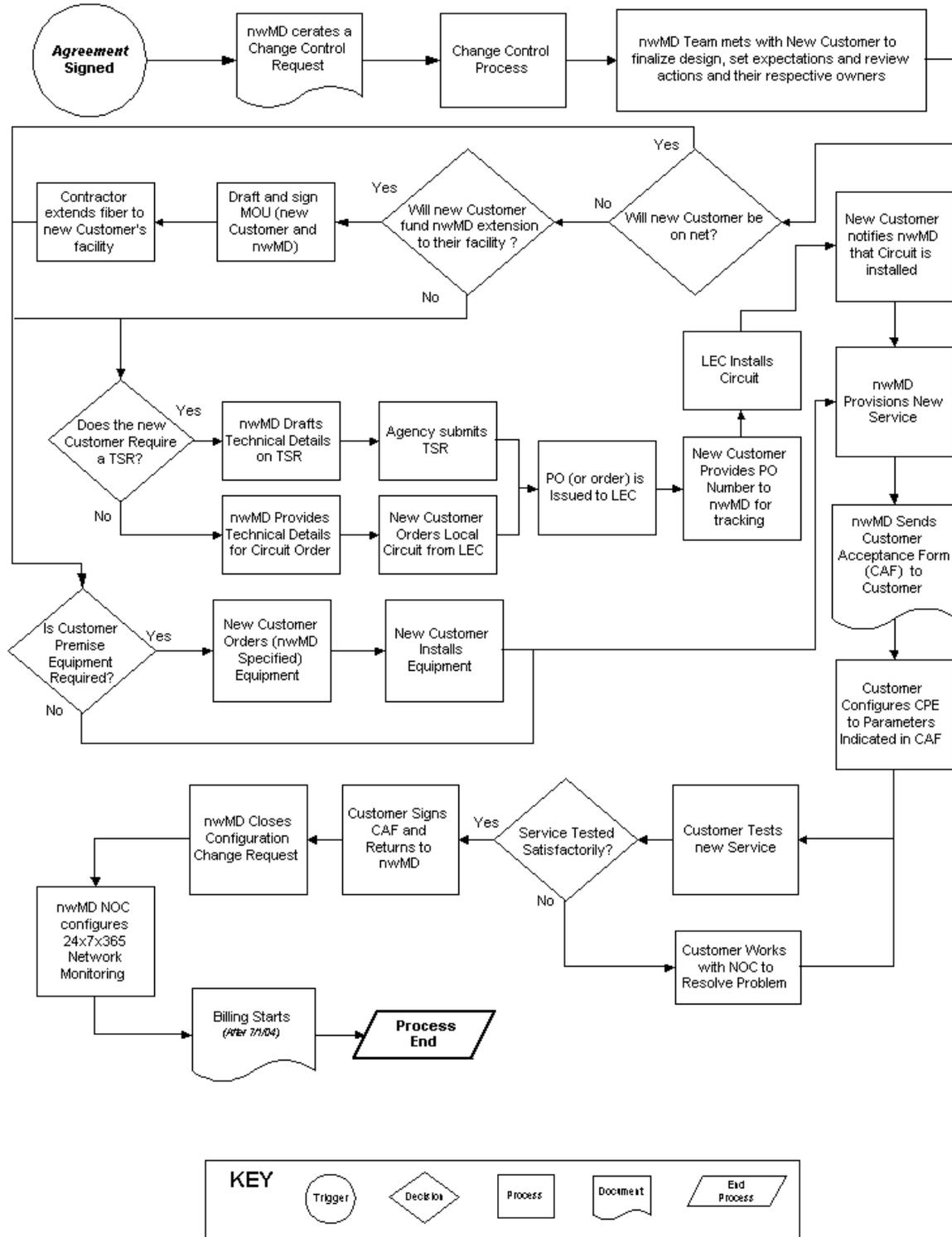


Figure 3-2 - Process from Signed Agreement to Billing

## 4 - LEC Circuit Ordering Guidelines

The delivering of a networkMaryland™ circuit to a customer site typically occurs over a Local Exchange Carrier's (LEC) infrastructure to complete the connection to networkMaryland™. Once the WAN Request Form has been approved and a LEC circuit is required, networkMaryland™ will draft the technical circuit specifications of the circuit to be ordered. These circuit specifications typically contain detailed FRASI configuration parameters required for the LEC's circuit to correctly interoperate with networkMaryland's™ infrastructure. The customer is responsible for the ordering of the LEC circuit as well as the cost associated with this circuit. networkMaryland™ will represent the customer as the technical point of contact to facilitate the installation of new or replacement services.

### LEC Circuit Ordering Process

- networkMaryland™ Engineers will design the WAN solution to meet the needs of the Customer
- networkMaryland™ Customer Implementation Manager will create and forward the technical circuit specifications to the Customer
- Customer will provide additional details of the circuit order and submit the circuit order to the LEC
- Customer will provide the PO or circuit order number to the networkMaryland™ Customer Implementation Manager for tracking purposes
- Customer will provide the circuit delivery date and circuit ID to the networkMaryland™ Customer Implementation Manager
- Customer will notify the networkMaryland™ Customer Implementation Manager when the LEC circuit has been installed and ready for turn-up

## 5 - What To Submit

The same WAN request form is being used for both State Agency and Non-State Agency Customer connection requests. All potential customers must complete all applicable information requested on the form. In the design block of the form, or as an attachment to the form, you should include as much information as necessary for the network engineers to make a determination about the circuit and any new communications equipment terminating either end of the circuit. This information includes information such as physical addresses of the facilities to be connected, current circuit IDs, circuit types and associated speeds etc.

### **WAN Form**

The WAN request form and guidelines for completing it may be downloaded from [WAN Request Form](#).

### **Customer Bandwidth Utilization**

Under the authorization of the DoIT, networkMaryland™ may adjust bandwidth for Customer service(s) based on usage. Any requests for additional bandwidth must be made via the WAN Request process. Bandwidth utilization reports are available upon request.

## 6 - Customer Technical Points of Contact

In order for [networkMaryland™](#) to operate efficiently and to ensure the Customer is contacted as quickly as possible if an anomaly occurs, the Customer must complete and return the Customer Technical Points of Contact Form. This form contains information such as Customer points of contact and desired maintenance windows for scheduled outages. An example of this form is shown in Figure 6-1. This form must be returned prior to the customer accepting the [networkMaryland™](#) service. This information is kept on file with the [networkMaryland™](#) to ensure they have accurate contact information in the event the Network Operations Center (NOC) needs to notify the Customer of a problem. It is the Customer's responsibility to notify [networkMaryland™](#) if the information contained on this form changes.

**Customer Technical Point of Contact Form**

Date Form is Filled: \_\_\_\_\_  
 Form is Filled by: \_\_\_\_\_  
 Customer Name: \_\_\_\_\_  
 Customer Billing Address: \_\_\_\_\_

Normal Hours of Operation:  
 Normal Business Hours (9am-5pm)  
 Extended Business Hours (7am-7pm)  
 24 Hours a Day/7 Days a Week  
 Other please specify: \_\_\_\_\_

**Technical Points of Contact:**  
Please provide the following information for each contact person. This information is used to contact the customer in the event of a network outage. Please provide the contact information for each contact person. This information is used to contact the customer in the event of a network outage.

| Contact Numbers  | Order of Contact During Normal Hours of Operation | Order of Contact Outside of Normal Hours of Operation |
|--|---|---|
| Name:<br>Office Phone:<br>Cell Phone:<br>Pager:<br>E-mail: |   |   |

**Scheduled Network Maintenance**  
 networkMaryland network will require ongoing software and hardware upgrades throughout the year. The current maintenance windows from 11p - 5 AM, 1 days a week. All work within the maintenance window will be scheduled in advance.  
 Please provide your preferred time window: \_\_\_\_\_  
 Additional Comments: \_\_\_\_\_

Figure 6-1 - Technical Points of Contact Form

## 7- Circuit Acceptance

Once the [networkMaryland™](#) Circuit has been provisioned and, if applicable the LEC circuit has been installed and provisioned, the [networkMaryland™](#) Customer Implementation Manager will forward the Customer Acceptance Form (CAF) to the Customer. The CAF will contain technical details such as frame relay DLCI information and VLAN IDs (if applicable) that will be required for the Customer to configure their Customer Premise Equipment (CPE) to interoperate with networkMaryland's infrastructure. The CAF also contains a set of tests that the Customer is to perform to verify the [networkMaryland™](#) circuit has been successfully configured and to verify that the service is operational. Upon successful testing of the service, the form must be completed by the customer and returned to the Customer Implementation Manager within 30 days. Receipt of the CAF initiates 24x7x365 monitoring of the service through the [networkMaryland™](#) NOC. It is the Customer's responsibility to notify [networkMaryland™](#) if there are problems with the service. Billing will commence beginning the 31<sup>st</sup> day after the CAF was initially provided to the Customer. Exceptions will be considered on a case-by-case basis. Figure 7-1 shows an example of the CAF.

