



networkMaryland™ Advisory Group
April 20, 2010
45 Calvert Street
Annapolis, Maryland 21401



Attendees:

Advisory Group

Richard Aldridge
John Gallagher
Michael Walsh
Paul Thorn
Nate Archey
Chuck Bristow
Norwin Malmberg
Sid Drake

Guest

Randy Reynolds
Jim Millette
Paul Lennon
Brent Pulspher
Ron Ward
Robert Bowman

DOIT

Gregory Urban
Tia Johnson
Gary Moulton
Cheryl Lincoln

- **New Business**
- **Welcome**
 - **Introductions**
 - Gregory Urban: Deputy State CIO - Operations
 - Guests/Visitors
 - **Meeting Minutes Approval**
 - January 2010
 - Change Date from 10/20/2010
 - Add Norwin Malmberg to attendee list.
 - Motion to approve with changes
 - Motion seconded
 - Minutes approved with changes
 - **Announcements**
 - Personnel
 - Tim Kwong has left State service
 - There has been a request to fill his position
 - The new person should be on board by May.
 - **New Network Management Contract**
 - Released October 21st using CATS II
 - Issued NTP February 22nd
 - Contract will be through May 2014
 - Skyline Network Engineering was the successful bidder
 - Transition has been completed (3/31)
 - Cost Model geared towards more Operations & Maintenance at a fixed price.
 - Thanks to Norwin Malmberg for serving on the evaluation committee.
- **Question:** *Where there any challenges or will you share any of the lessons learned with this transition?*
- **Answer:** *We didn't freeze configurations early enough. We should have frozen operations a week earlier than we did. We stopped 10 days before. Also we should have done the cut over at maybe around 6pm instead of midnight. We are using help desk tickets now and the help desk was closed when we did the cut over. We also figured out the O&M should be a fixed price. This is a big item for us. networkMaryland™ would like to publicly thank the DoIT Help desk for stepping up and doing an amazing job!*
 - **New Service - Redundant ISP Connection**
 - Two connections to networkMaryland for ISP
 - Connections may be in different locations
 - Secondary connection only used when primary connection fails
 - Charges
 - Second ISP port (port charge per rate table)
 - \$100/month for redundant service
 - Charges are just to keep the port active
 - Fredrick County is our only customer now.
- **State of the Network**
- **Operational Subscribers**
 - 75 Operational Subscribers

- Two new customers
 - Maryland Energy Administration
 - Located at 60 West Street.
 - Garrett County Public Schools
 - Used to connect with the Courthouse.
- **Circuit Breakdown**
 - 78 ISP Circuits (+1)
 - 82 SwGI Circuits (+1)
 - 1382 Layer 2 Circuits (+23)
 - 11 VPN Subscriber Connections (NC)
- **Question:** *What is the timeframe for getting MCAC online?*
- **Answer:** *This task requires environmental reviews which is beyond what we do normally. It is now in that review process. They have the pricing and know what they need to do.*
- **Subscriber Provisioning**
 - 34 circuits are currently in the subscriber's testing/implementation phase
 - 37 new circuits have been provisioned since the last meeting
 - 29 circuits have been accepted by the subscriber since the last meeting
- **Installed Circuits**
 - Holding steady around 1200.
- **Executive Branch**
 - Dept of Information Technology receiving new L2 services
 - The Comptroller of Maryland receiving new Internet services
 - Dept of General Services receiving new L2 services
 - Dept of Juvenile Services receiving new Internet services
 - Dept of Public Safety and Correctional Services receiving new L2 services
 - Dept of Labor Licensing and Regulation receiving new L2 services
 - Dept of State Police receiving new L2 services
 - Dept of Transportation receiving new Internet services
 - Dept of Human Resources receiving L2 services
 - The Maryland Energy Administration receiving new Internet and SwGI services.
- **Non-Executive Branch**
 - The Office of the Public Defender receiving new Internet Services
 - Dept of Rehabilitation Services receiving new L2 Services.
- **Non-State Customers**
 - Garrett Co Public Schools receiving new Internet services
 - The College Savings Plan of Maryland receiving new Internet Services
- **New Provisioning Activity**
 - **Virtual Private Routed Network (VPRN)**
 - Private Layer 3 (IP) routed network
 - Allows "many to many" connections
 - QoS will be supported
 - This is a much easier way to support QoS.
 - SwGI was the "template" configuration
 - DoIT is the first customer
 - Currently using the VPRN
 - DORS deployment is in progress
 - Other potential customers are considering this option

- DHR is interested in VPRN services.
- **Performance Standards & Service Levels – January 2010**
- **Question:** *Are there any financial penalties for not meeting the numbers?*
- **Answer:** *No not with this contract.*
- **Question:** *Is the official penalty to come up with a plan on how to do better next time?*
- **Answer:** *Yes.*
- **Question:** *Should the Engineering group take a look at their proposed solutions?*
- **Answer:** *Yes that would be good. Particularly for reasons on outages and post mortems.*
 - Service Levels not met in Begin diagnosis of Severity 1 and Severity 3.
 - Service Levels not met in 1st Escalation to NetMD for Severity 2.
 - Service Levels not met in 2nd Escalation to NetMD for Severity 2.
 - Service Levels not met in 3rd Escalation to NetMD for Severity 2.
 - Service Levels not met on 95% of service affecting outages repaired prior to 1st escalation in RFP Section 2.9.2.
- **Performance Standards & Service Levels – February 2010**
 - Service Levels not met for Begin Diagnosis for Severity 2 or Severity 3
 - Service Levels not met for RFP section 2.9.2 in either category.
- **Performance Standard & Service Levels – March 2010**
 - Service Levels not met for Begin Diagnosis for Severity 2.
 - Service Levels not met for Onsite support with parts for Severity 1.
 - Service Levels not met for 1st Escalation to NetMD for Severity 1 and Severity 2.
 - Service Levels not met for 2nd Escalation to NetMD for Severity 1
 - Service Levels not met for either category in RFP Section 2.9.2.
- **Project Status**
 - **Transition**
 - Projects and other T&M activities were on hold from March 22nd
 - Provisioning activity re-started in mid-April
 - We are just beginning to re-engage projects
 - **Ethernet Everywhere**
 - Purchased Overture 6000.
 - Working on getting contract in place for OC-3s
 - We are at capacity in several PoPs
 - Will be going on the LTS Master Contract.
- **Question:** *Are you going to continue to run it through your equipment?*
- **Answer:** *The plan is to run it through the SONET gear for flexibility.*
- **Question:** *How many OC3s are you expecting?*
- **Answer:** *Approximately 6.*
 - **ARRA Round 2**
 - DoIT submitted a round 2 application to cover the entire State
 - Working with consortium of counties (oneMaryland) on broadband infrastructure deployment in central Maryland
- **Question:** *When are funds going to be available?*
- **Answer:** *The award will be made by mid September.*
- **Question:** *Does BPW have to approve any of the build out?*
- **Answer:** *They have to approve the agreement and anything over the amount. We will be using a lot of our Master Contracts.*
 - **Migration from ATM to Native IP**

- Phase VI: Last Mile (FRASI Replacement)
 - Agencies that have migrated: MDA, MSDE(DORS), DLLR(DUI)
 - In progress: MSP
 - **Phase VII: Direct ATM Connections**
 - Completed: Montgomery County; DJS, MSP, DPSCS (ISP/SwGI)
 - In progress: DJS; DORS
 - In planning: DHR; MDOT; DHMH; WCC; DPSCS
 - Working with MDBC for deployment in rural counties
- **Network Resiliency Initiative : Separate service delivery from core**
 - Dedicated routers for upstream ISP connectivity (Completed)
 - Move Layer3 terminations off core routers
 - UMCP: In progress
 - Baltimore
 - Deliver L3 services at 6 Saint Paul as an MSC
 - Deliver L3 services at 301 W Preston as an MSC
 - Direct fiber connected buildings in Baltimore @ 6 Saint Paul
 - Direct fiber connected buildings in Baltimore @ 301 W Preston
 - Hagerstown
 - Easton
 - There is no progress with this project at this time.
- **Deployment of multi-cast capabilities on SWGI**
 - Distribute CHART video feeds to non-MDOT subscribers
 - Established access to CHART application via SWGI
 - Distribute Flash video over SWGI (unicast): *completed*
 - Awaiting code fix for Juniper software bug.
- **Akamai Agreement**
 - Signed agreement with Akamai for caching servers located at UMCP
 - Expectation is we will reduce our bandwidth use by 25%
 - Implementation is in planning phase, expected completion is June
- **Question: Can the Engineering group help with this Juniper issue?**
- **Answer: It is a software issue now.**
 - Akamai will install the equipment at College Park. They have the rack space. It is a matter of assigning them and getting the equipment in.
- **Frederick MAN**
 - Build a diverse fiber path through Frederick
 - Frederick County is dual connected to networkMaryland at diverse PoPs (UMCP and Hagerstown)
 - No Change waiting on Frederick County.
- **Cambridge MAN**
 - Meetings with Bay Country to establish timeline for fiber installations at State offices
 - No Change
- **Initiate Eastern Shore Fiber Backbone project**
 - On hold pending ARRA funding
 - The State will commit funding to this project.

- **Glen Burnie MSC: Bring MSC on-net**
 - Fiber build and resource sharing with MTA
 - Project in progress, expected completion in May
 - Waiting on fiber from tower to building.
 - All of the equipment is in. There was a set back due to the snow.
- **Redundant MSC Connections**
 - Prince Frederick/Leonardtown: microwave link completed. Integration to network expected in February
- **Pikesville**
 - Working with MSP, DPSCS, Baltimore County, and Baltimore City Police to build fiber along Reisterstown Rd near Pikesville
 - The delay was due to the purchase order.
- **Hagerstown: Fiber to DPSCS complex:**
 - Looking for funding or partnership – part of ARRA proposal
- **Fiber documentation and mapping project**
 - Hagerstown: Next segment to be documented
 - Level3 fiber will be completed as a separate project
- **Network Overview**
 - No change in the overall network.
- **Other Business**
 - networkMarylandTM Engineering Committee meeting
 - June 14th, 2010, 1:30 PM @ UMBC Technology Center
 - Merged with UMATS engineering meeting
- **Closing Questions or Comments**
- **Question:** *Are you going to release FY11 pricing?*
- **Answer:** *Yes. I will have Tia put it up on the web when it has been released. Port charges have been lowered. We do not have the official VPN pricing yet.*
- **Question:** *How did the General Assembly treat the NwMD Project Fund?*
- **Answer:** *We didn't get any hits.*

- Meeting adjourned at 11:06 AM