

networkMaryland™ Advisory Group Meeting

January 15, 2013
Annapolis, MD



S T A T E O F M A R Y L A N D
D E P A R T M E N T O F I N F O R M A T I O N T E C H N O L O G Y



Meeting Agenda

- Welcome & Introductions
- New Business
- State of the Network
- Status of Project
- Other Business





Welcome

- Introductions
- Gregory Urban: CTO, State of Maryland
- Guests/Visitors





New Business

- Meeting Minutes Approval
 - October 2012
- High Availability Working Group
 - Continue to meet with agencies and develop requirements for the network and services
- Circuit Evaluation
 - Identify circuits that are not in use and can be disconnected
 - Work with agencies to ensure circuits with no traffic are not needed for redundancy or other reasons





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Operational Subscribers

- 85 Operational Subscribers: three new subscribers
 - MDOA – Maryland Department of Aging
 - MHBE – Maryland Health Benefit Exchange
 - DPSCS/PCTC – Police & Technical Training Commission
- Circuit Breakdown:
 - 95 ISP Circuits (+3)
 - 91 SwGI Circuits (-2)
 - 1404 Layer 2 Circuits (-28)
 - 13 VPN Subscriber Connections (+0)
 - 61 VPRN Circuits (+3)
 - 509 EE Circuits (+23)





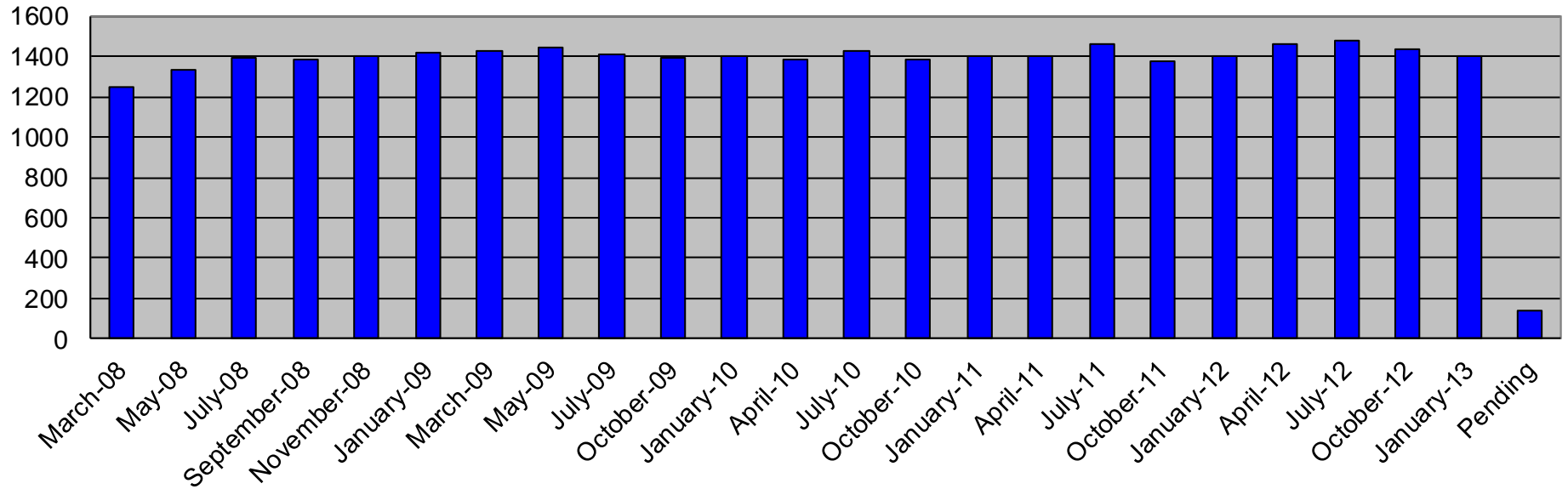
Subscriber Provisioning

- 47 Provisioning requests were received.
- 141 Cumulative active provisioning requests are in process.
- 63 tickets were completed (Customer Acceptance Form sent to customer).
- Of the 63 completed tickets, 55 were accepted/closed.





Installed Circuits





Executive Branch

Executive Branch
networkMaryland Subscribers
as of January 15, 2013

Treasurer	Internet SwGI Layer 2 EE	Comptroller	Internet SwGI Layer 2 EE	Governor's Office	Internet SwGI Layer 2 EE	Attorney General	Internet SwGI Layer 2 EE	Secretary of State	Internet SwGI Layer 2 EE		
Environment	Internet SwGI Layer 2 EE	Agriculture	Internet SwGI Layer 2 EE	Budget & Management	Internet SwGI Layer 2 EE	Business & Economic Development	Internet SwGI Layer 2 EE	Education	Internet SwGI Layer 2 EE *		
Information Technology	Internet SwGI Layer 2 EE *	General Services	Internet SwGI Layer 2 EE *	Health & Mental Hygiene	Internet SwGI Layer 2 EE *	Housing & Community Development	Internet SwGI Layer 2 EE	Human Resources	Internet SwGI Layer 2 EE *		
Labor, Licensing & Regulation/ Division of Unempl. Ins.	Internet SwGI Layer 2 EE	Juvenile Services	Internet SwGI Layer 2 EE *	Labor, Licensing & Regulation	Internet SwGI Layer 2 EE *	Natural Resources	Internet SwGI Layer 2 EE	Planning	Internet SwGI Layer 2 EE		
Maryland Department of Aging	Internet SwGI Layer 2 EE *	Public Safety Correctional Services	Internet SwGI Layer 2 EE *	State Police	Internet SwGI Layer 2 EE *	Transportation	Internet SwGI Layer 2 EE *	Veteran's Affairs	Internet SwGI Layer 2 EE		
Legend: Agency is Not Receiving networkMaryland Service - A Cost Savings exists if networkMaryland provides service Agency Expressed Interest in Receiving networkMaryland Service Agency is in Process of Receiving networkMaryland Service (JCR submitted) Agency is Receiving networkMaryland Service Size of Agency is small and does not realize a significant cost savings by connecting to networkMaryland or the service is not required								DPCS/ Police and Correctional Training Commissions	Internet SwGI Layer 2 EE *	Maryland Energy Admin.	Internet SwGI Layer 2 EE
<i>* networkMaryland Provisioning has been completed, Department is in process of migrating to service</i> <i>** Agency is receiving networkMaryland service through parent, primary agency</i> <i>* - denotes a change in service since the last Advisory Group Meeting</i>								Maryland Coordination & Analysis Center	Internet SwGI Layer 2 EE		





Non-Executive Branch

Non-Executive Branch networkMaryland Subscribers as of January 15, 2013

Office of People's Council	Internet SwGI Layer 2 EE	Judiciary	Internet SwGI Layer 2 EE	MD General Assembly	Internet SwGI Layer 2 EE	Office of Legislative Auditors	Internet SwGI Layer 2 EE	State Lottery	Internet SwGI Layer 2 EE	Maryland Health Benefit Exchange	Internet Layer 2 SwGI** EE	*
State Board of Elections	Internet SwGI Layer 2 EE *	Maryland State Archives	Internet SwGI Layer 2 EE	Department of Assessment and Taxation	Internet SwGI Layer 2 EE	MIEMMS	Internet SwGI Layer 2 EE	Subsequent Injury Fund	Internet SwGI Layer 2 EE			*
Commission of Human Relations	Internet SwGI Layer 2 EE	Office for Children	Internet SwGI Layer 2 EE	Office of Public Defender	Internet SwGI Layer 2 EE	Dept. of Rehabilitative Services	Internet Layer 2 SwGI** EE *	Dept. of Military	Internet SwGI Layer 2 EE			
Workers' Compensation Commission	Internet SwGI Layer 2 EE	State Retirement Agency	Internet SwGI Layer 2 EE	Maryland State Retirement Plan	Internet SwGI Layer 2 EE	MD Auto Insurance Fund	Internet SwGI Layer 2 EE	State Board of Contract Appeals	Internet SwGI Layer 2 EE			
MD Higher Education Commission	Internet SwGI Layer 2 EE	College Savings Plans of Maryland	Internet SwGI Layer 2 EE	Office of Crime Control & Prevention	Internet SwGI Layer 2 EE	Maryland Emergency Management Agency	Internet SwGI Layer 2 EE	MD Stadium Authority	Internet SwGI Layer 2 EE			
Legend: Agency Expressed Interest in Receiving networkMaryland Service Agency is in Process of Receiving networkMaryland Service (JCR submitted) Agency is Receiving networkMaryland Service Size of Agency is small and does not realize a significant cost savings by connecting to networkMaryland or the service is not required												
		Register of Wills	Internet SwGI Layer 2 EE	Office of Admin Hearings	Internet SwGI Layer 2 EE	Canal Place Authority	Internet SwGI Layer 2 EE					
		Public Service Commission	Internet SwGI Layer 2 EE	MD Insurance Administration	Internet SwGI Layer 2 EE	Office of State Prosecutor	Internet SwGI Layer 2 EE					

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Non-State Customers

Non-State entities\Counties\Municipalities
networkMaryland Subscribers as of January 15, 2013

Baltimore City	Internet SwGI Layer 2 EE	Charles County Government	Internet SwGI Layer 2 EE	MD Public TV (MPT)	Internet SwGI Layer 2 EE	Maryland Research and Education Network	Internet SwGI Layer 2 EE	Frederick County Government	Internet SwGI Layer 2 EE
Baltimore City State's Attorney Office	Internet SwGI Layer 2 EE	Carroll County Gov't	Internet SwGI Layer 2 EE	Garrett County Public Schools	Internet SwGI Layer 2 EE	Alleghany County Board of Education	Internet SwGI Layer 2 EE	Prince Georges County Government	Internet SwGI Layer 2 EE
Baltimore City Community College	Internet SwGI Layer 2 EE	Caroline County Gov't	Internet SwGI Layer 2 EE	St. Mary's County Gov't	Internet SwGI Layer 2 EE	Anne Arundel County Government	Internet SwGI Layer 2 EE	Howard County Government	Internet SwGI Layer 2 EE
Baltimore County Government	Internet SwGI Layer 2 EE	Ocean City Gov't	Internet SwGI Layer 2 EE	City of Laurel Gov't	Internet SwGI Layer 2 EE	City of Annapolis Gov't	Internet SwGI Layer 2 EE	Harford County Gov't	Internet SwGI Layer 2 EE
Maryland School for the Deaf	Internet SwGI Layer 2 EE	Montgomery County Government	Internet SwGI Layer 2 EE	CAPWIN	Internet SwGI Layer 2 EE	College of Southern MD	Internet SwGI Layer 2 EE	Washington County (BWA)	Internet SwGI Layer 2 EE
Legend:	<p>Agency Expressed Interest in Receiving networkMaryland Service</p> <p>Agency is in Process of Receiving networkMaryland Service (JCR submitted)</p> <p>Agency is Receiving networkMaryland Service</p> <p>Size of Agency is small and does not realize a significant cost savings by connecting to networkMaryland or the service is not required</p> <p>* networkMaryland Provisioning has been completed, Department is in process of migrating to service</p> <p>** Agency is receiving networkMaryland service through parent, primary agency</p> <p>* - denotes a change in service since the last Advisory Group Meeting</p>								
		Washington County Public Schools	Internet SwGI Layer 2 EE	Garrett County Government	Internet SwGI Layer 2 EE	Washington County Public Network (WCPN)	Internet SwGI Layer 2 EE		
		Wicomico County	Internet SwGI Layer 2 EE	Frederick County Public Schools	Internet SwGI Layer 2 EE	Baltimore City Police Department	Internet SwGI Layer 2 EE		
		Anne Arundel County Department Of Public Works	Internet SwGI Layer 2 EE						





Service Level Performance

October 2012	1 - Critical	2 - High	3 - Normal
# of Cases Relating to Outages	7	128	41
Initial Response from Detection (10m, 10m, 10m)	7 100 %	127 99 %	40 98 %
Begin Diagnosis (10m, 10m, 10m)	7 100 %	127 99 %	40 98 %
Initial Notificaiton to State (10m, 10m, 10m)	100 %	100 %	100 %
# of Cases for Onsite Support with Parts	0	0	0
Onsite Support With Parts (4h, 4h, 24h)	0 100 %	0 100 %	0 100 %
Total # of Cases Included in Escalation SLA's (Not Approved for Exemption)	4	34	30
1st Escalation (20m, 4h, 24h)	2 50 %	34 100 %	30 100 %
2nd Escalation (1h, 4h, 24h)	3 75 %	34 100 %	30 100 %
3rd Escalation (1h, 4h, 24h)	3 75 %	34 100 %	30 100 %
Resolution Notification (10m, 10m, 10m)	100 %	100 %	100 %





Service Level Performance

November 2012	1 - Critical	2 - High	3 - Normal
# of Cases Relating to Outages	8	93	33
Initial Response from Detection (10m, 10m, 10m)	8 100 %	93 100 %	33 100 %
Begin Diagnosis (10m, 10m, 10m)	8 100 %	93 100 %	33 100 %
Initial Notificaiton to State (10m, 10m, 10m)	100 %	100 %	100 %
# of Cases for Onsite Support with Parts	0	0	0
Onsite Support With Parts (4h, 4h, 24h)	0 100 %	0 100 %	0 100 %
Total # of Cases Included in Escalation SLA's (Not Approved for Exemption)	4	41	18
1st Escalation (20m, 4h, 24h)	3 75 %	41 100 %	18 100 %
2nd Escalation (1h, 4h, 24h)	4 100 %	41 100 %	18 100 %
3rd Escalation (1h, 4h, 24h)	4 100 %	41 100 %	18 100 %
Resolution Notification (10m, 10m, 10m)	100 %	100 %	100 %





Service Level Performance

December 2012	1 - Critical	2 - High	3 - Normal
# of Cases Relating to Outages	6	114	47
Initial Response from Detection (10m, 10m, 10m)	6 100 %	113 99 %	46 98 %
Begin Diagnosis (10m, 10m, 10m)	6 100 %	113 99 %	46 98 %
Initial Notificaiton to State (10m, 10m, 10m)	100 %	100 %	100 %
# of Cases for Onsite Support with Parts	0	0	1
Onsite Support With Parts (4h, 4h, 24h)	0 100 %	0 100 %	0 0 %
Total # of Cases Included in Escalation SLA's (Not Approved for Exemption)	2	28	28
1st Escalation (20m, 4h, 24h)	2 100 %	27 96 %	27 96 %
2nd Escalation (1h, 4h, 24h)	2 100 %	27 96 %	27 96 %
3rd Escalation (1h, 4h, 24h)	2 100 %	27 96 %	27 96 %
Resolution Notification (10m, 10m, 10m)	100 %	100 %	100 %





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Project Status

- One Maryland Broadband Network - Overview

Entity	CAI Goal	CAI Actual	% Complete	Fiber Goal	Fiber Actual	% Complete
DoIT	291	126	43%	524	376	72%
Frederick Co.	58	21	36%	n/a	n/a	n/a
ICBN	657	147	22%	836	623	74%
TOTAL	1006	294	29%	1360	999	73%





OMBN Progress - DoIT

	Completed	Total	
Site Surveys	33	34	97%
Site Plans	24	34	71%
Sites Deployed	16	34	47%
10 Gbps Links	5	109	5%





Project Status

- Backbone Upgrade to 10Gbps
 - Upgraded 301 Preston - 6 Saint Paul
 - Purchased electronics to provide 2 x 10 Gbps links
- Forecast
 - Completing the ***Southern Ring***
 - Prince Frederick to ADC (1/18/2013)
 - Oxon Hill Tower to UMCP (1/25/2013)
 - La Plata to Leonardtown (2/1/2013)
 - Oxon Hill to La Plata (2/7/2013)
 - Decommission
 - DS-3 (Prince Frederick – 6 St. Paul)
 - 100 Mbps Microwave (Prince Frederick – Leonardtown)





Project Status

- Presence at Equinix
 - Have space assignment
 - Power, rack, equipment deployed
 - Need Power Distribution (PDU) and backhaul circuit
- SwGI as a “Trusted Network”
 - Create a network device security policy
 - Develop a SwGI Network Security Plan
 - Create network device hardening procedures
 - Audit security configurations
 - Certify SwGI as a trusted entity
 - Update the SwGI Routing Policy
 - Create customer agreement form including AUPs





Fiber Projects

- MSCs
 - 100 W Patrick, Frederick
 - 100 E All Saints, Frederick
 - 14735 Main St, Upper Marlboro
 - 7500 Ritchie Highway, Glen Burnie
 - 6655 Sykesville Road, Sykesville
- Customer Locations
 - Easton and Waldorf MVA
 - Maryland School of the Deaf (Frederick and Columbia)
 - 12501 Willowbrook Road, Cumberland (DHMH)
 - 10100 Country Club Road, Cumberland (DHMH)
 - 1380 Marshall Street (Hagerstown (DHMH))





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Other Business

- networkMaryland™ Engineering Committee meeting
 - Monday March 11th, 2013, 1:30 PM @ UMBC Technology Center
 - Merged with MDREN engineering meeting
- Closing Questions or Comments



Meeting Adjourned

