networkMaryland™ Advisory Group Meeting

July 17, 2012

Annapolis, MD

STATE OF MARYLAND

DEPARTMENT OF INFORMATION TECHNOLOGY

Meeting Agenda

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

Welcome

- Introductions
- Gregory Urban: CTO
- Guests/Visitors

New Business

- Meeting Minutes Approval
  - April 2012

Internet / Intranet / Extranet

- ISP Upgrade Program
- Intranet (SwGI / OMBN)
  - Only two tiers 100 Mbps / 1 Gbps
  - SwGI being developed as a secure and trusted network
  - OMBN as a private "extranet"
- Upgrading State Agencies

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Operational Subscribers

- 82 Operational Subscribers – one new subscriber
  WCPS – Washington County Public Schools

- Circuit Breakdown
  - 94 ISP Circuits (+3)
  - 92 SwGI Circuits (+2)
  - 1480 Layer 2 Circuits (+21)
  - 13 VPN Subscriber Connections (+0)
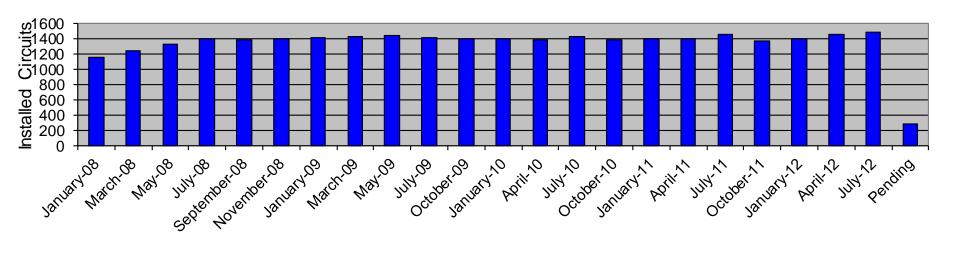 - 48 VPRN Circuits (+4)
  - 449 EE Circuits (+46)

Subscriber Provisioning

- 125 Provisioning requests were received.

- 168 Cumulative active provisioning requests are in process.

- 142 tickets were completed (Customer Acceptance Form sent to customer).

- Of the 142 completed tickets, 116 were accepted/closed.
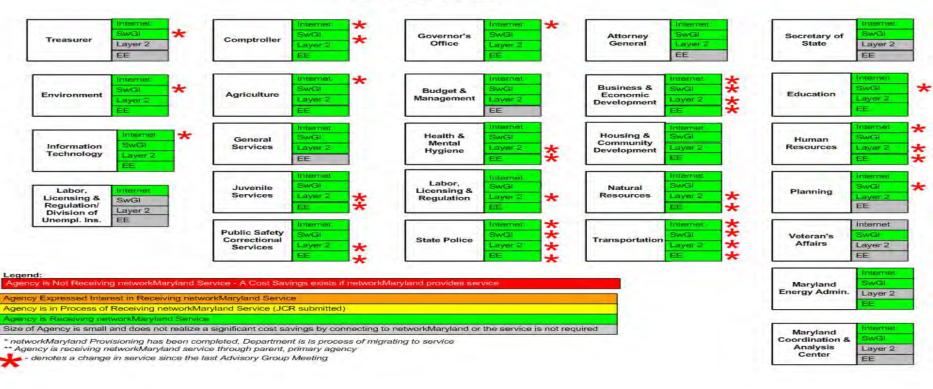
Installed Circuits

Executive Branch
networkMaryland Subscribers
as of July 17, 2012

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

* networkMaryland Provisioning has been completed, Department is is process of migrating to service
** Agency is receiving networkMaryland service through parent, primary agency
✱ - denotes a change in service since the last Advisory Group Meeting

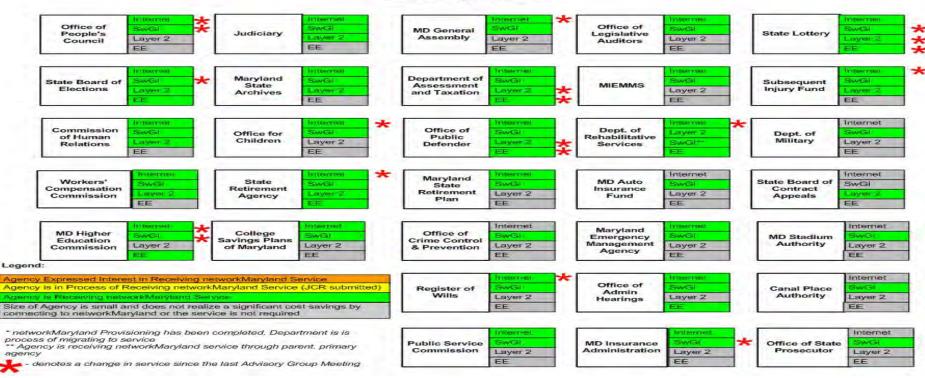# Non-Executive Branch

Non-Executive Branch
networkMaryland Subscribers
as of July 17, 2012

Non-State entities\Counties\Municipalities networkMaryland Subscribers as of July 17, 2012

Entity	Internet	SwGI	Layer 2	EE
Baltimore City				
Baltimore City State's Attorney Office				
Baltimore City Community College				
Baltimore County Government				
Maryland School for the Deaf				
Charles County Government				
Carroll County Gov't				
Caroline County Gov't				
Ocean City Gov't				
Montgomery County Government				
MD Public TV (MPT)				
Garrett County Public Schools				
St. Mary's County Gov't				
City of Laurel Gov't				
CAPWIN				
University System of Maryland				
Alleghany County Board of Education				
Anne Arundel County Government				
City of Annapolis Gov't				
College of Southern MD				
Frederick County Government				
Prince Georges County Government				
Howard County Government				
Harford County Gov't				
Washington County (BWA)				
Washington County Public Schools				
Garrett County Government				
Washington County Public Network (WCPN)				
Wicomico County				
Frederick County Public Schools				
Baltimore City Police Department				

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

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Service Level Performance

April 2012	1 - Critical	2 - High	3 - Normal
# of Cases Relating to Outages	4	84	25
Initial Response from Detection (10m, 10m, 10m)	4	84	25
	100.%	100.%	100.%
	4	84	24
Begin Diagnosis (10m, 10m, 10m)	100.%	100.%	96.%
Initial Notificaiton to State (10m, 10m, 10m)	100 %	100 %	100 %
# of Cases for Onsite Support with Parts	0	1	1
Onsite Support With Parts (4h, 4h, 24h)	0	1	0
	100.%	100.%	0%
Total # of Cases Included in Escalation SLA's (Not Approved for Exemption)	3	40	16
1st Escalation (20m, 4h, 24h)	3	40	16
	100.%	100.%	100.%
2nd Escalation (1h, 4h, 24h)	3	40	16
	100.%	100.%	100.%
3rd Escalation (1h, 4h, 24h)	3	40	16
	100.%	100.%	100.%
Resolution Notification (10m, 10m, 10m)	100 %	100 %	100 %

Service Level Performance

May 2012	1 - Critical	2 - High	3 - Normal
# of Cases Relating to Outages	6	104	25
Initial Response from Detection (10m, 10m, 10m)	6	104	25
	100.%	100.%	100.%
	6	101	25
Begin Diagnosis (10m, 10m, 10m)	100.%	97.1%	100.%
Initial Notificaiton to State (10m, 10m, 10m)	100 %	100 %	100 %
# of Cases for Onsite Support with Parts	2	0	0
Onsite Support With Parts (4h, 4h, 24h)	0	0	0
	0%	100.%	100.%
Total # of Cases Included in Escalation SLA's (Not Approved for Exemption)	2	35	18
1st Escalation (20m, 4h, 24h)	0	35	18
	0.%	100.%	100.%
2nd Escalation (1h, 4h, 24h)	0	35	18
	0.%	100.%	100.%
3rd Escalation (1h, 4h, 24h)	1	35	18
	50.%	100.%	100.%
Resolution Notification (10m, 10m, 10m)	100 %	100 %	100 %

Service Level Performance

June 2012	1 - Critical	2 - High	3 - Normal
# of Cases Relating to Outages	7	108	43
Initial Response from Detection (10m, 10m, 10m)	7	108	42
	100.%	100.%	97.7%
	7	108	42
Begin Diagnosis (10m, 10m, 10m)	100.%	100.%	97.7%
Initial Notificaiton to State (10m, 10m, 10m)	100 %	100 %	100 %
# of Cases for Onsite Support with Parts	1	0	1
Onsite Support With Parts (4h, 4h, 24h)	1	0	0
	100.%	100.%	0%
Total # of Cases Included in Escalation SLA's (Not Approved for Exemption)	1	32	23
1st Escalation (20m, 4h, 24h)	1	30	23
	100.%	93.8%	100.%
2nd Escalation (1h, 4h, 24h)	1	30	23
	100.%	93.8%	100.%
3rd Escalation (1h, 4h, 24h)	1	30	23
	100.%	93.8%	100.%
Resolution Notification (10m, 10m, 10m)	100 %	100 %	100 %

Quarterly Maintenance

- Just completed Q3 maintenance 7/14 – 7/15
- Preparing for Q4 maintenance

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Project Status

- One Maryland Broadband Network
  - Received backbone hardware
  - Engineering work in ongoing statewide
  - Construction is underway in statewide
  - Equipment installation started at UMCP
  - Equipment installation started at 6 St. Paul
  - Equipment installation started in LaPlata

Project Status

	TOTAL CAIs (sites)	CAIs (Sites) Connected	Total UG Miles	Total Aerial Miles	Total Miles	Miles Construction Awarded (POs issued)	Miles UG Constructed (Conduit)	Miles UG Constructed (Fiber Pulled)	Miles Aerial Constructed (Fiber Attached)	TOTAL Miles Construction Completed
ICBN Subtotal	657	26	697.1	188.6	885.7	646.9	406.1	189.2	64.9	254.1
% of ICBN Total	100%	4%	79%	21%	100%	73%	58%	27%	34%	29%
Frederick County	58	7	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
% of Frederick Total	100%	12%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
DOIT Jurisdictions										
Eastern MD Subtotal	131	3	153.4	38.6	192	120.9	74.1	16.6	0	16.6
Southern MD Subtotal	92	6	213.3	3.3	216.6	196.2	186.7	85.6	0	85.6
Western Maryland Subto	68	0	16	101	117	11.4	3.5	0	0	0
DOIT Subtotal	291	9	382.7	142.9	525.5	328.5	264.3	102.2	0	102.2
% of DOIT Total	100%	3%	73%	27%	100%	63%	69%	27%	0%	19%
TOTAL One Maryland	1006	42	1079.8	331.5	1411.2	975.4	670.4	291.4	64.9	356.3

Project Status

- Backbone Upgrade to 10Gbps: Full schedule being developed
  - Implementation in Phases
    - Southern Maryland Ring
    - Upper Eastern Shore Ring
    - Baltimore Annapolis Ring
    - Central Maryland Ring
    - Southern Eastern Shore Ring
    - Western Maryland Ring

- Redundant fiber connecting Baltimore POPs: on hold

Project Status

- ● Deployment of multi-cast capabilities on SWGI
  - – Final turn-up completed

- ● Frederick MAN
  - – Build a diverse fiber path through Frederick
  - – Agreement to swap fiber with Frederick County

- ● FiRST Radio Project
  - – Providing IP transport for networked devices
  - – Providing dark fiber for "radio over IP" transport

Fiber Projects

- Hagerstown: Fiber to DPSCS complex:
  - Part of OMBN project

- Fiber documentation and mapping project
  - Level3 Backbone: To be completed by MdBC as part of Resource Share Agreement (2 years to complete – clock started in May)

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Other Business

- Closing Questions or Comments

Meeting Adjourned