



## Network Service Requests (NSRs)

Updated: October 8, 2019

### Service Specific Provisioning Targets:

ON-NET FIBER CONNECTION	
NEW NSR	Time-Frame
Construction NOT required	15 to 30 Days
If non-TORFP construction is required (ISP and/or OSP)	120 to 180 Days
If TORFP construction is required (ISP and/or OSP)	150 to 240 Days
MODIFY NSR	
Bandwidth increase	15 to 30 Days
If engineering is required and/or TORFP required	45 to 90 Days

LEASED SERVICES	
NEW NSR	Time-Frame
EVPL (Fiber)	165 to 195 Days
TDM (T1s-Copper)	125 to 170 Days
SD WAN (Commodity ISP)	130 to 165 Days
<i>Note: If PORFP is required, additional time may be necessary to deliver service.</i>	
MODIFY NSR	
EVPL bandwidth increase	25 to 35 Days
If engineering and/or EVC upgrade is required, additional time may be necessary to deliver service	
TDM Bandwidth Increase	25 to 35 Days
If engineering is required, additional time may be necessary to deliver service	

Note: Due to many variables and complexities in the process, these timeframes should be viewed as averages and targets, not commitment dates.

### Definitions:

On-net = existing or planned state owned physical fiber connections (ex. Delivery method = 'pconn-ge-c')

Leased Services = 3<sup>rd</sup> party service comprised of either a fiber or copper physical connection (ex. Delivery Method = 'exonevpl-XX' for EVPL or 'eotdmX' for T1 copper)



## **NSR Key Milestones:**

- NSR submission – thru Service Now or WAN Request Form
- Bandwidth utilization analysis
- Fund Certification
- PORFP
- Site Survey
- ISP/OSP construction
- networkMaryland™ circuit activation and turn up
- Subscriber testing and acceptance - Customer Acceptance Forms (CAFs)
- Subscriber circuit turn up
- Subscriber submits decommission NSR if necessary (Replacement circuit ID to be provided if applicable)

## **Reminders:**

- Requests over 1Gbps may require special coordination/engineering and may impact service delivery dates and additional costs to the agency may be incurred
- nwMD pricing
  - [https://doit.maryland.gov/support/Documents/nwmd\\_gettingconnected/nwMD2018Rates.pdf](https://doit.maryland.gov/support/Documents/nwmd_gettingconnected/nwMD2018Rates.pdf)
  - If the agency has additional questions, please contact networkMaryland™'s Service Fulfillment Manager
- NSR submissions for Enterprise Agencies
  - Must be submitted by an authorized agency contact
  - For technical and engineering support, please submit a 'Request for Service' ticket into ServiceNow under LAN Services. The LAN Services team will assign an engineer to support you in the NSR creation, however, the NSR will need to be completed by an authorized agency contact
- Customer Acceptance Forms (CAFs)
  - For technical, engineering and testing support, please submit a 'Request for Service' ticket into ServiceNow under LAN Services. The LAN Services team will assign an engineer to support the testing and turn up of the circuit, however, the CAF will need to be completed by an authorized agency contact
- For temporary bandwidth increases
  - The agency must submit an NSR for both the increase and the decrease of bandwidth. If the NSR to decrease bandwidth is not submitted, the agency will be billed for the current bandwidth
    - NSR must be submitted 15 days in advance
    - Please note, the provisioning team will NOT be able to perform temporary bandwidth increases for sites with existing T1s
- SD WAN service delivery
  - Please note this is a commodity ISP service, service outage response is best effort and/or next business day



- This service targets sites with 1-20 users
  - Wireless is NOT currently provided over SD WAN
- Office moves or opening new locations
  - Submit NSR 6 months in advance
  - When Board of Public Works (BPW) approval is needed for the site
    - Submit NSR at the same time as BPW submittal
- NSR status updates available upon request
  - If requesting a status on a site/location, please provide the NSR # along with the site name and site address and email the Service Fulfillment Manager and cc the Director, Network Operations
  - Updates are found within the 'Notes' tab of the NSR



## **Key Contacts and Roles/Responsibilities in the NSR Process:**

networkMaryland™ Service Fulfillment Manager

Bradley Kent

[bradley.kent@maryland.gov](mailto:bradley.kent@maryland.gov)

410-697-9628

- Manages the day to day NSR intake, provisioning and networkMaryland™ fulfillment process
- Provides updates and status upon request (updates can be found within the 'Notes' tab of the NSR)
- Answers questions related to submissions and installation
- Hosts discovery calls to better understand service fulfillment requests

networkMaryland™ Director, Network Operations

Eric Bathras

[eric.bathras@maryland.gov](mailto:eric.bathras@maryland.gov)

410-697-9395

- Oversees the NSR, provisioning and implementation process
- Oversees the operations and engineering efforts of the DoIT LAN Services Team
- Answers pricing questions
- 1<sup>st</sup> point of escalation relating to issues beyond the Provisioning Manager and the LAN Services Manager

David Mangrum

Chief, Infrastructure

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410-697-9393

- Answers invoice and policy related questions
- 2<sup>nd</sup> point of escalation beyond the Provisioning Manager and LAN Services Manager

Victor Akinjise

LAN Services Engineer

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410-697-9416

- Provides engineering and technical support to Enterprise agencies NSR & CAF submissions

Betsy Jackson

Service Level Manager

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410-697-9399

- 1<sup>st</sup> point of escalation related to customer service experience issues