

networkMaryland™ Advisory Group Meeting

April 19, 2011
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: Deputy State CIO - Operations
- Guests/Visitors



New Business

- Meeting Minutes Approval
 - October 2010
 - January 2011 meeting was cancelled due to inclement weather



New Business

- Resource Share Agreements
 - NWT: Trade access to State fiber for 10,000 square foot data center in Cumberland
 - MdBC: Trade access to State fiber for access to MdBC fiber on the Eastern Shore and fiber services
- Internet Service Capacity
 - Upgraded capacity to 2.4 Gbps aggregate capacity
 - Working with Level3 (using terms from the resource share agreement) to increase capacity an additional 2 Gbps (redundant access in McLean and 300 W. Lexington)





New Business

- Product Roadmap
 - Roadmap covering the dates for services that are in deployment and development will be delivered by June meeting
- Baltimore & Annapolis Fiber
 - “Clean up” fiber plant issues in each MAN
 - Completed fiber between 6 St. Paul and World Trade Center
 - Working on fiber between GenServ and ADC
 - Working on fiber to 300 West Lexington (Level3 & UMB)
 - Working on installing new fiber in the Metro system





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Operational Subscribers

- 77 Operational Subscribers – One new customer
 - Maryland Coordination and Analysis Center

Circuit Breakdown

- 88 ISP Circuits (+6)
- 85 SwGI Circuits (+3)
- 1405 Layer 2 Circuits (+21)
- 11 VPN Subscriber Connections (NC)
- 28 VPRN Circuits (+2)
- 150 EE Circuits (+13)



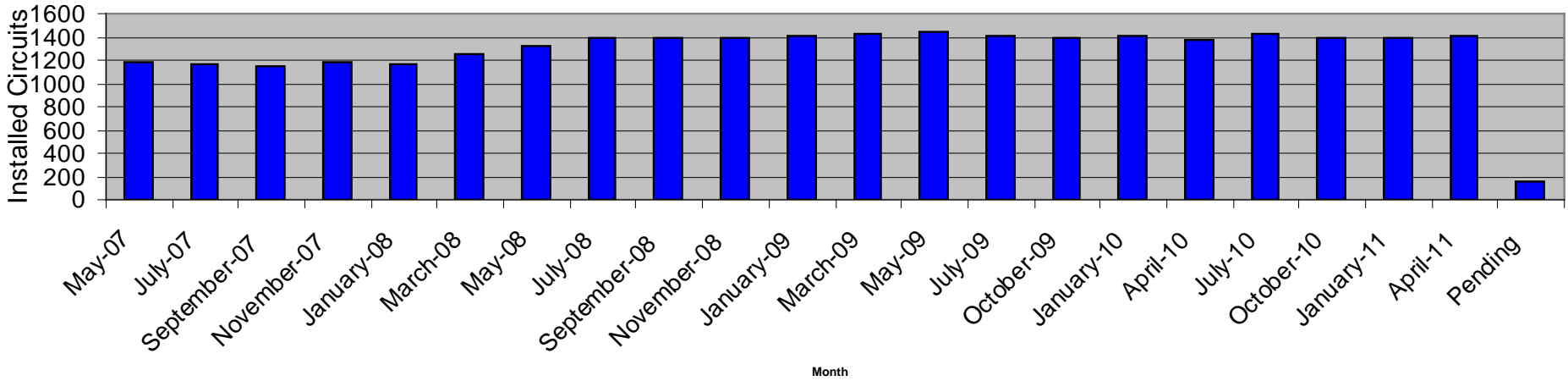
Subscriber Provisioning

- 156 circuits are currently in the subscriber's testing/implementation phase
- 94 new circuits have been provisioned since the last meeting
- 52 circuits have been accepted by the subscriber since the last meeting





Installed Circuits





Executive Branch

Executive Branch networkMaryland Subscribers as of April 19, 2011

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 *
		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
		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
								Maryland Energy Admin.	Internet SwGI Layer 2 EE
								Maryland Coordination & Analysis Center	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

* networkMaryland Provisioning has been completed, Department is in 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 April 19, 2011

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Non-State Customers

Non-State entities\Counties\Municipalities
Network Maryland Subscribers as of April 19, 2011

Baltimore City Internet SwGI Layer 2 EE	Charles County Government Internet SwGI Layer 2 EE *	MD Public TV (MPT) Internet SwGI Layer 2 EE	University System of Maryland 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
			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	

Legend:

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 - 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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New Provisioning Activity

- Virtual Private Routed Network (VPRN)
 - QoS support is in development
 - DOIT deployment *completed*
 - DORS deployment *completed*
 - DHR deployment is underway
 - DPSCS limited deployment in design phase
- Bundled Services Offering (ISP/SWGI Bundles)
 - 50 Mbps ISP / SWGI (1 handoff): \$15,000/year
 - 100 Mbps ISP / SWGI (2 handoffs): \$25,000/year
 - 200 Mbps ISP / SWGI (2 handoffs): \$45,000/year





Service Level Performance

January 2011	1 - Critical	2 - High	3 - Normal
# of Cases Relating to Outages	2	59	40
Initial Response from Detection (10m, 10m, 10m)	2 100 %	58 98 %	38 95 %
Begin Diagnosis (10m, 10m, 10m)	2 100 %	58 98 %	38 95 %
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)	1 100 %	0 100 %	1 100 %
Total # of Cases Included in Escalation SLA's (Not Approved for Exemption)	0	22	36
1st Escalation (20m, 4h, 24h)	0 100 %	22 100 %	36 100 %
2nd Escalation (1h, 4h, 24h)	0 100 %	22 100 %	36 100 %
3rd Escalation (1h, 4h, 24h)	0 100 %	22 100 %	36 100 %
Resolution Notification (10m, 10m, 10m)	100 %	100 %	100 %





Service Level Performance

February 2011	1 - Critical	2 - High	3 - Normal
# of Cases Relating to Outages	3	48	63
Initial Response from Detection (10m, 10m, 10m)	3 100 %	48 100 %	62 98 %
Begin Diagnosis (10m, 10m, 10m)	3 100 %	48 100 %	62 98 %
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)	0 100 %	1 100 %	1 100 %
Total # of Cases Included in Escalation SLA's (Not Approved for Exemption)	3	28	47
1st Escalation (20m, 4h, 24h)	2 67 %	28 100 %	46 98 %
2nd Escalation (1h, 4h, 24h)	3 100 %	28 100 %	46 98 %
3rd Escalation (1h, 4h, 24h)	3 100 %	28 100 %	46 98 %
Resolution Notification (10m, 10m, 10m)	100 %	100 %	100 %





Service Level Performance

March 2011	2 - High	3 - Normal
# of Cases Relating to Outages	41	36
Initial Response from Detection (10m, 10m, 10m)	41 100 %	34 94 %
Begin Diagnosis (10m, 10m, 10m)	41 100 %	34 94 %
Initial Notificaiton to State (10m, 10m, 10m)	100 %	100 %
# of Cases for Onsite Support with Parts	1	0
Onsite Support With Parts (4h, 4h, 24h)	1 100 %	0 100 %
Total # of Cases Included in Escalation SLA's (Not Approved for Exemption)	17	29
1st Escalation (20m, 4h, 24h)	17 100 %	29 100 %
2nd Escalation (1h, 4h, 24h)	17 100 %	29 100 %
3rd Escalation (1h, 4h, 24h)	17 100 %	29 100 %
Resolution Notification (10m, 10m, 10m)	100 %	100 %





Meeting Agenda

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





Project Status

- Ethernet Everywhere
 - Each LATA has an Overture 6000 installed
 - Each LATA has an OC-3 installed
 - Started turning up customer locations
 - Easton – 21 sites (41 T1s)
 - Baltimore – 7 (13 T1s)
 - UMCP – 0
 - Frederick – 0
 - We are installing second OC-3s in Baltimore and Frederick
 - Set schedule with Verizon for clearing all pending orders by 6/30





Project Status

- One Maryland Broadband Network
 - Completed Site Survey by NTIA Team
 - Received FONSI based on EA
 - We are able to initiate equipment purchases and construction
 - Engineering work started Calvert, Charles, and St. Mary's
 - Engineering to be released Wicomico and Worcester this month
 - Western counties pending pole attachment agreement
 - Need Pole Attachment Agreements
 - Verizon: *completed*
 - Allegany Power
 - BGE: Howard County is leading negotiations
 - Delmarva Power





Project Status

- 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; DHR; MDOT; DHMH; WCC; DPSCS





Project Status

- 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: *In progress*
 - Deliver L3 services at 6 Saint Paul as an MSC: *In progress*
 - Deliver L3 services at 301 W Preston as an MSC: *In progress*
 - Direct fiber connected buildings in Baltimore @ 6 Saint Paul
 - Direct fiber connected buildings in Baltimore @ 301 W Preston
 - Hagerstown: Integrated with OMBN project
 - Easton: Integrated with OMBN project





Project Status

- Deployment of multi-cast capabilities on SWGI
 - Distribute CHART video feeds to non-MDOT subscribers
 - Distribute Flash video over SWGI (unicast): *completed*
 - Upgrade code fix for Juniper software bug: *completed*
 - Implementation of multi-cast features scheduled for May
- Akamai Agreement
 - Installed Akamai caching servers at UMCP
 - Reduction in ISP traffic of ~25%





Project Status

- Frederick MAN
 - Build a diverse fiber path through Frederick (no change)
- Cambridge MAN
 - Meetings with Bay Country to establish timeline for fiber installations at State offices (no change)
- Initiate Eastern Shore Fiber Backbone project
 - 12 strands of fiber received from MdBC on entire shore
 - Established fiber connections to Easton and Cambridge
 - Princess Anne and Elkton next on the list





Fiber Projects

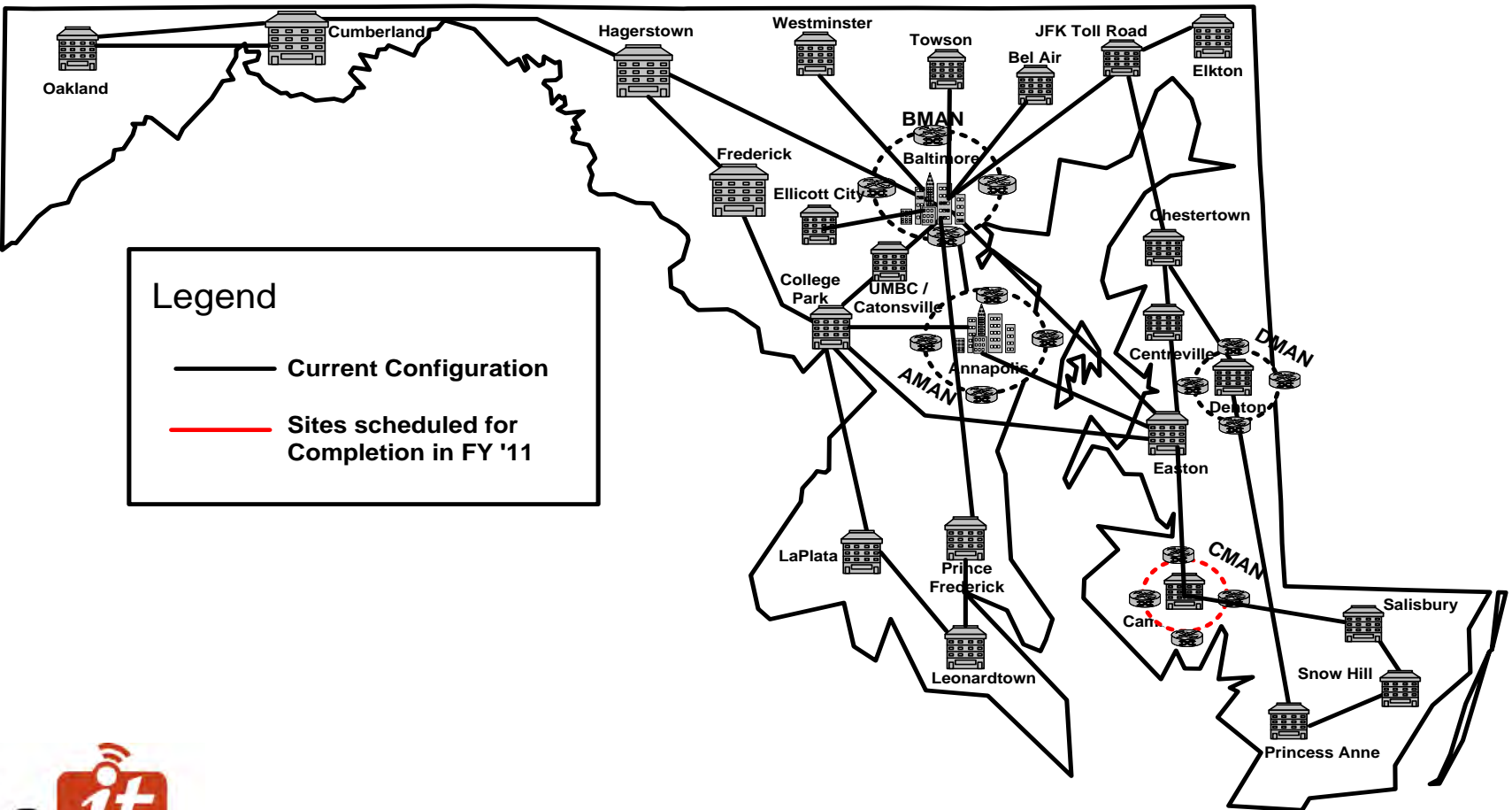
- Pikesville
 - Working with MSP, DPSCS, Baltimore County, and Baltimore City Police to build fiber along Reisterstown Rd near Pikesville
- Hagerstown: Fiber to DPSCS complex:
 - Part of OMBN project
- Fiber documentation and mapping project
 - Hagerstown: *completed*
 - Baltimore City: *completed*
 - Level3 Backbone: To be completed by MdBC as part of Resource Share Agreement (2 years to complete)





Network Overview

(July 2010)





Meeting Agenda

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



Other Business

- networkMaryland™ Engineering Committee meeting
 - July 11th, 2011, 1:30 PM @ UMBC Technology Center
 - Merged with UMATS engineering meeting
- Closing Questions or Comments



Meeting Adjourned

