

# networkMaryland™ Advisory Group Meeting

April 16, 2013  
Annapolis, MD



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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
  - January 2013
  
- | 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: no new subscribers
  
- | Circuit Breakdown:
  - 94 ISP Circuits (-1)
  - 91 SwGI Circuits (+0)
  - 1366 Layer 2 Circuits (-38)
  - 13 VPN Subscriber Connections (+0)
  - 60 VPRN Circuits (-1)
  - 515 EE Circuits (+6)

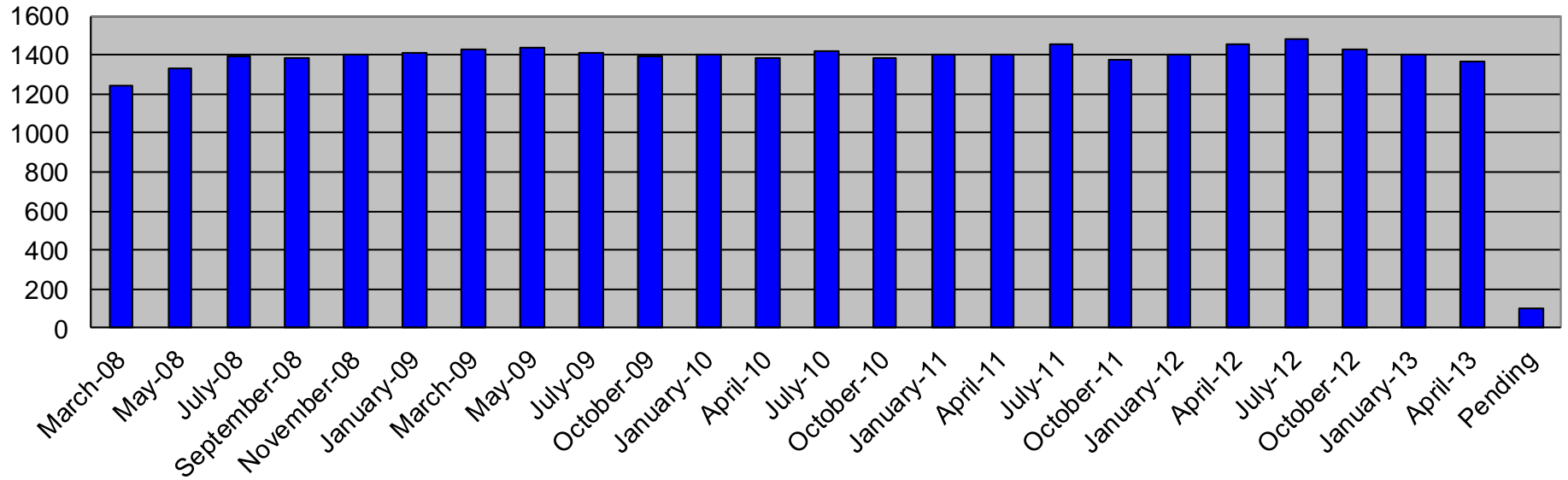


# Subscriber Provisioning

- | 104 Provisioning requests were received.
- | 211 Cumulative active provisioning requests are in process.
- | 41 tickets were completed (Customer Acceptance Form sent to customer).
- | Of the 63 completed tickets, 30 were accepted/closed.



# Installed Circuits







# Service Level Performance

| January 2013  | 1 - Critical | 2 - High     | 3 - Normal  |
|---|--------------|--------------|-------------|
| # of Cases Relating to Outages  | 8            | 125          | 43          |
| Initial Response from Detection (10m, 10m, 10m)                               | 8<br>100 %   | 125<br>100 % | 41<br>95 %  |
| Begin Diagnosis (10m, 10m, 10m)   | 8<br>100 %   | 125<br>100 % | 41<br>95 %  |
| Initial Notificaiton to State (10m, 10m, 10m)                                 | 100 %        | 100 %        | 100 %       |
| # of Cases for Onsite Support with Parts                                      | 0            | 2            | 0           |
| Onsite Support With Parts (4h, 4h, 24h)                                       | 0<br>100 %   | 0<br>0 %     | 0<br>100 %  |
| Total # of Cases Included in Escalation SLA's<br>(Not Approved for Exemption) | 3            | 36           | 28          |
| 1st Escalation (20m, 4h, 24h)   | 3<br>100 %   | 34<br>94 %   | 28<br>100 % |
| 2nd Escalation (1h, 4h, 24h)  | 3<br>100 %   | 35<br>97 %   | 28<br>100 % |
| 3rd Escalation (1h, 4h, 24h)  | 3<br>100 %   | 35<br>97 %   | 28<br>100 % |
| Resolution Notification (10m, 10m, 10m)                                       | 100 %        | 100 %        | 100 %       |

## Severity 1

- Power Outage: 2
- Verizon: 4
- Hardware: 2





# Service Level Performance

## Severity 1

- Power Outage: 1
- Verizon: 3

| February 2013   | 1 - Critical | 2 - High    | 3 - Normal  |
|---|--------------|-------------|-------------|
| # of Cases Relating to Outages  | 4            | 81          | 33          |
| Initial Response from Detection (10m, 10m, 10m)                               | 4<br>100 %   | 81<br>100 % | 33<br>100 % |
| Begin Diagnosis (10m, 10m, 10m)   | 4<br>100 %   | 80<br>99 %  | 33<br>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<br>100 %   | 0<br>100 %  | 0<br>100 %  |
| Total # of Cases Included in Escalation SLA's<br>(Not Approved for Exemption) | 2            | 27          | 17          |
| 1st Escalation (20m, 4h, 24h)   | 2<br>100 %   | 27<br>100 % | 17<br>100 % |
| 2nd Escalation (1h, 4h, 24h)  | 2<br>100 %   | 27<br>100 % | 17<br>100 % |
| 3rd Escalation (1h, 4h, 24h)  | 2<br>100 %   | 27<br>100 % | 17<br>100 % |
| Resolution Notification (10m, 10m, 10m)                                       | 100 %        | 100 %       | 100 %       |





# Service Level Performance

## Severity 1

- Power Outage: 1
- Subscriber Hardware: 3

| March 2013  | 1 - Critical | 2 - High    | 3 - Normal  |
|---|--------------|-------------|-------------|
| # of Cases Relating to Outages  | 3            | 67          | 38          |
| Initial Response from Detection (10m, 10m, 10m)                               | 3<br>100 %   | 67<br>100 % | 36<br>95 %  |
| Begin Diagnosis (10m, 10m, 10m)   | 3<br>100 %   | 67<br>100 % | 36<br>95 %  |
| Initial Notificaiton to State (10m, 10m, 10m)                                 | 100 %        | 100 %       | 100 %       |
| # of Cases for Onsite Support with Parts                                      | 0            | 1           | 0           |
| Onsite Support With Parts (4h, 4h, 24h)                                       | 0<br>100 %   | 0<br>0 %    | 0<br>100 %  |
| Total # of Cases Included in Escalation SLA's<br>(Not Approved for Exemption) | 2            | 27          | 28          |
| 1st Escalation (20m, 4h, 24h)   | 2<br>100 %   | 27<br>100 % | 28<br>100 % |
| 2nd Escalation (1h, 4h, 24h)  | 2<br>100 %   | 27<br>100 % | 28<br>100 % |
| 3rd Escalation (1h, 4h, 24h)  | 2<br>100 %   | 27<br>100 % | 28<br>100 % |
| Resolution Notification (10m, 10m, 10m)                                       | 100 %        | 100 %       | 100 %       |





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# Project Status

## I One Maryland Broadband Network - Overview

| Entity        | CAI Goal    | CAI Actual | % Complete | Fiber Goal  | Fiber Actual | % Complete |
|---------------|-------------|------------|------------|-------------|--------------|------------|
| DoIT          | 291         | 147        | 51%        | 524         | 464          | 88%        |
| Frederick Co. | 58          | 27         | 47%        | n/a         | n/a          | n/a        |
| ICBN          | 657         | 190        | 29%        | 836         | 670          | 80%        |
| <b>TOTAL</b>  | <b>1006</b> | <b>364</b> | <b>38%</b> | <b>1360</b> | <b>1134</b>  | <b>83%</b> |



# OMBN Progress - DoIT

|                | Completed | Total |     |
|----------------|-----------|-------|-----|
| Site Surveys   | 34        | 35    | 97% |
| Site Plans     | 32        | 35    | 91% |
| Sites Deployed | 25        | 35    | 71% |
| 10 Gbps Links  | 11        | 109   | 10% |
|                |           |       |     |



# Project Status

- | Backbone Upgrade : Completing the Southern Ring
  - Prince Frederick to ADC
  - Oxon Hill Tower to UMCP (no live traffic on 10 Gbps)
  - Oxon Hill to La Plata (no live traffic on 10 Gbps)
  - Decommissioned
    - | DS-3 (Prince Frederick – 6 St. Paul)
    - | 100 Mbps Microwave (Prince Frederick – Leonardtown)
  
- | Forecast : Completing Western Maryland
  - UMCP to Rockville (link is active)
  - Rockville to Hagerstown
  - Hagerstown to Frederick
  - Hagerstown to Cumberland
  - Cumberland to Oakland



# Project Status

- | Presence at Equinix
  - All equipment deployed and configured
  - Router is active on peering fabric
  - Waiting for configuration of lambda from MAX (imminent)
  
- | 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





# Project Status

- | QoS
  - For Layer3 services (not L2 circuits)
  - Created QoS policy and customer profile sheets
  - Pilot with MSP on the eastern shore (VPRN)
  
- | Circuit Reconciliation
  - Frame Relay / FRASI
  - Decommissioning eastern shore
  - Preparing other POPs, Hagerstown next
  - ~80 circuits identified



# Fiber Projects

## I MSCs

- 100 E All Saints, Frederick
- 100 W Patrick St
- 805 Brightseat Road
- 6655 Sykesville Road, Sykesville

## I Customer Locations

- MEMA
- Maryland School of the Deaf (Frederick and Columbia)
- 750 Pratt Street (Healthcare Exchange)
- 12501 Willowbrook Road, Cumberland (DHMH)
- 10100 Country Club Road, Cumberland (DHMH)
- 1380 Marshall Street (Hagerstown (DHMH))



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# Other Business

- | MDREN Engineering Committee meeting
  - Monday May 13th, 2013, 1:30 PM @ UMBC Technology Center
  
- | High Availability Working Group
  
- | Closing Questions or Comments

# Meeting Adjourned

