



networkMaryland™ Advisory Group
April, 2012
45 Calvert Street
Annapolis, Maryland



Attendees:

Advisory Group

Paul Thorn
Derek Wheeler
Michael Springfield
John Gallagher
Dean Zarriello
Chuck Bristow
Greg Talley
John Gallagher
Mike Walsh

Guest

Brent Pulsipher
Paul Lennon
Joe Anthony
Robert Bowman
Leigh Bolden
Art Ray
Leigh Fields
David Parsha
Ron Ward

DoIT

Greg Urban
Cheryl Lincoln
Gary Moulton

• Welcome & Introductions

- Greg Urban called the meeting to order.

• Introductions

- Gregory Urban – Deputy State CIO
- Introduction of the networkMaryland™ team
- Introduction of guests/visitors

• New Business

- Google Migration
 - *Chuck Bristow asked if DHMH is migrating to EE for Google services. Greg responded that DHMH is upgrading to EE for both Google and Active Directory services.*

• State of the Network

- SLA Reports
 - *Michael Springfield asked if moving to EE meant we were moving off of Verizon. Greg responded EE is Verizon. We have more visibility into EE. We did not have as much visibility into Frame Relay. We do not see the same thing with EE as we did with Frame Relay. We have more Verizon circuits now, more visibility and more outages now. We should be looking at T-1s now in relation to the total number of T-1s for Service Levels.*

- *Chuck Bristow asked if escalations network Maryland can inform customers when issues are escalated. The numbers do not serve a benefit for resolution. Is escalation providing details as to what is being impacted? Brent Pulsipher responded that within 10 minutes, the issue is scoped and updated.*
- *Chuck Bristow requested that maintenance notifications contain more granular detail. Leigh Fields also requested more detail in the notifications.*

- **Status of Projects**

- One Maryland Broadband Network (OMBN)
 - *Chuck Bristow asked if once the OMBN is finished and built out, what is the projection, impact on new equipment, refresh. Greg responded that we are reducing the number of devices, fewer devices, less maintenance, less sparing.*
 - *Chuck Bristow asked if there will be any increase in labor costs? Greg responded there will be no increase in labor costs. The bigger impact on us is the fiber. The cost of Miss Utility is impacting us and we will recover costs via resource sharing with counties.*

- **Other Business**

- *Leigh Fields commented that Frederick County is looking for a DR location, off-site storage not for tapes, somewhere in the cloud. Frederick County has Data Center space is available.*

- **Closing Questions or Comments**

- **Meeting adjourned**