

networkMaryland™ Advisory Group Meeting

April 22, 2014
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
- Dave Mangrum: Director of Networks, State of Maryland
- Guests/Visitors





New Business

- Meeting Minutes Approval
 - February 2014
- Hosting Environment
 - A Virtual Hosting Environment is being built in the networkMaryland UMCP Data Center.
- Subscriber Web Portal
 - In conjunction with the Hosting Environment, a Web Portal will be developed on SwGI to serve subscribers real-time.





networkMaryland Hosting Environment

- Implementing a FlexPod solution at the University of Maryland College Park data center
- The project is currently in the implementation phase with an expected completion date of June 2014
- Oversight, management, and administration will be handled by Maryland DoIT's Servers and Storage Services Division





networkMaryland Hosting Environment

Vision for the Hosting Environment

- To implement a scalable private cloud infrastructure that provides the following services and opportunities to entities connected to networkMaryland:
 - Application Hosting
 - Computing Resources
 - Storage Resources
 - Backups of Hosted Resources
 - Disaster Recovery for Hosted Resources
 - Ability to leverage other service offerings (ex. SaaS)





networkMaryland Web Portal

SwGI Web Portal for Subscribers

- Version 1.0 Feature Set:
 - Subscriber Circuit Lists
 - NMD Circuit IDs
 - Bandwidth Graphs
 - Contact Information for the NOC
 - Real-Time Outage and Maintenance Notification
 - Remedy Ticket Status
 - Read-Only Views of Status and Work Logs
 - Services Catalog
 - Web Form submissions for Services (CSR, Circuits, IP's, etc.)





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Operational Subscribers

- 99 Operational Subscribers: 1 new subscribers
Service Pending for SMHEC - Southern Maryland
Higher Education Center

Circuit Breakdown:

- 116 ISP Circuits (+5)
- 111 SwGI Circuits (+4)
- 1263 Layer 2 Circuits (+5)
- 13 VPN Subscriber Connections (+0)
- 126 VPRN Circuits (+15)
- 605 EE Circuits (+24)





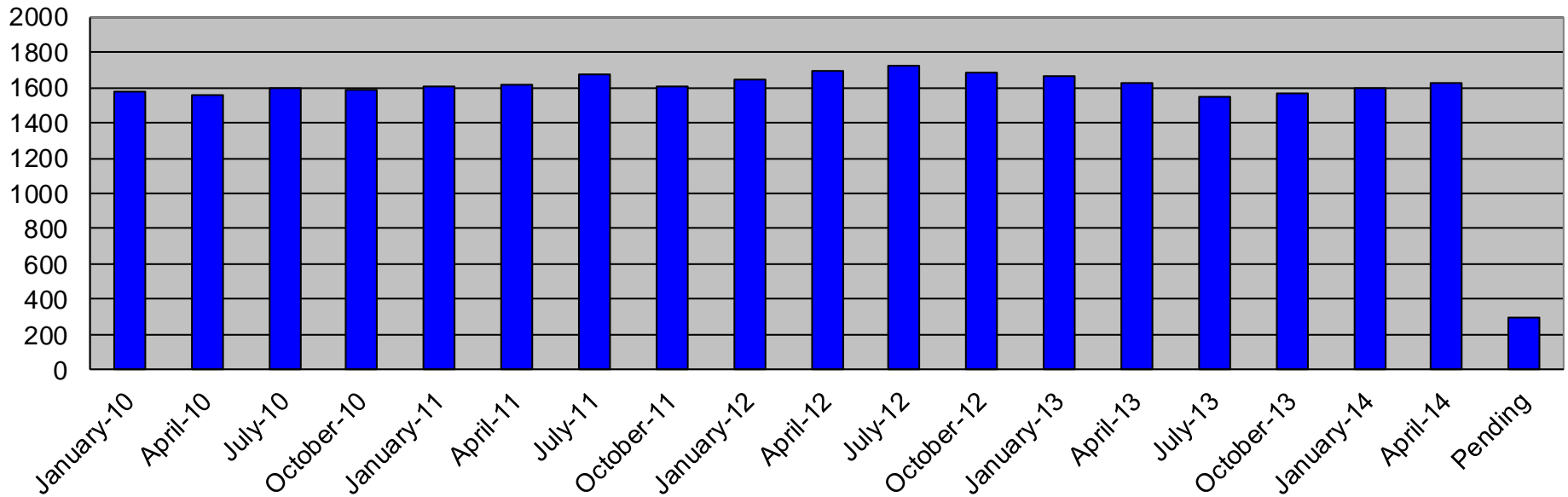
Subscriber Provisioning

- 126 Provisioning requests were received, including 17 Ciena deployments.
- 296 Cumulative active provisioning requests are in process.
- 102 tickets were completed (Customer Acceptance Form sent to customer), including 12 Ciena deployments.
- Of the 102 completed tickets, 38 were accepted/closed.





Installed Circuits





Service Level Performance

Severity 1

- Verizon: 7
- BGP Flap: 1
- Power: 3

January 2014	1 - Critical	2 - High	3 - Normal
# of Cases Relating to Outages	11	131	56
Initial Response from Detection (10m, 10m, 10m)	10 91 %	130 99 %	52 93 %
Begin Diagnosis (10m, 10m, 10m)	10 91 %	130 99 %	52 93 %
Initial Notificaiton to State (10m, 10m, 10m)	100 %	100 %	100 %
# of Cases for Onsite Support with Parts	0	3	2
Onsite Support With Parts (4h, 4h, 24h)	0 100 %	3 100 %	2 100 %
Total # of Cases Included in Escalation SLA's (Not Approved for Exemption)	4	50	38
1st Escalation (20m, 4h, 24h)	4 100 %	50 100 %	38 100 %
2nd Escalation (1h, 4h, 24h)	4 100 %	50 100 %	38 100 %
3rd Escalation (1h, 4h, 24h)	4 100 %	50 100 %	38 100 %
Resolution Notification (10m, 10m, 10m)	100 %	100 %	100 %





Service Level Performance

Severity 1

- Power: 5
- SONET: 1
- Hardware: 1

February 2014	1 - Critical	2 - High	3 - Normal
# of Cases Relating to Outages	7	146	51
Initial Response from Detection (10m, 10m, 10m)	7 100 %	144 99 %	49 96 %
Begin Diagnosis (10m, 10m, 10m)	7 100 %	144 99 %	49 96 %
Initial Notificaiton to State (10m, 10m, 10m)	100 %	100 %	100 %
# of Cases for Onsite Support with Parts	1	2	2
Onsite Support With Parts (4h, 4h, 24h)	1 100 %	1 50 %	1 50 %
Total # of Cases Included in Escalation SLA's (Not Approved for Exemption)	4	47	39
1st Escalation (20m, 4h, 24h)	4 100 %	47 100 %	38 97 %
2nd Escalation (1h, 4h, 24h)	4 100 %	47 100 %	38 97 %
3rd Escalation (1h, 4h, 24h)	4 100 %	47 100 %	39 100 %
Resolution Notification (10m, 10m, 10m)	100 %	100 %	100 %





Service Level Performance

Severity 1

- Power Outage: 5
- Hardware: 2
- Verizon: 3
- Subscriber Reboot: 1

March 2014	1 - Critical	2 - High	3 - Normal
# of Cases Relating to Outages	11	131	63
Initial Response from Detection (10m, 10m, 10m)	11 100 %	130 99 %	60 95 %
Begin Diagnosis (10m, 10m, 10m)	11 100 %	131 100 %	60 95 %
Initial Notificaiton to State (10m, 10m, 10m)	100 %	100 %	100 %
# of Cases for Onsite Support with Parts	1	4	2
Onsite Support With Parts (4h, 4h, 24h)	0 %	4 100 %	2 100 %
Total # of Cases Included in Escalation SLA's (Not Approved for Exemption)	5	67	50
1st Escalation (20m, 4h, 24h)	4 80 %	67 100 %	48 96 %
2nd Escalation (1h, 4h, 24h)	5 100 %	67 100 %	48 96 %
3rd Escalation (1h, 4h, 24h)	5 100 %	67 100 %	48 96 %
Resolution Notification (10m, 10m, 10m)	100 %	100 %	100 %





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Leveraging ICBN Fiber (backbone)

- Completed
 - Ellicott City to Westminster
- Planned
 - Ellicott City to Frederick
 - Towson to Pikesville
 - MEMA to Towson
 - UMBC to 301 Preston
 - Ellicott City to UMBC
 - Bel Air to St Paul
 - Bel Air to Elkton





Project Status

- Sedcurity as a Service
 - Dedicated Virtual firewall
 - Managed Perimeter defense
 - Three (3) subscribers to date
- QoS – Kick off meeting with MSP
 - For Layer3 services (not L2 circuits)
 - Created QoS policy and customer profile sheets
 - Staging lab environment with MSP and testing/validating a greater range of “last mile options”
 - Original pilot solely include net new deployments



Fiber updates

- Status of Metro-E deployments
 - More than 50 percent of the 150 Metro-E sites have been deployed
 - Provisioning of services for these sites is completed as quickly as possible
- Over 50 fiber paths studies are in progress in an effort to maximize the State's fiber investments
- Dialogue is underway with many of the ICBN counties for both backbone and additional site connectivity





Provisioning

- Provisioning staff is being doubled
- In conjunction with the web portal, expected provision service targets and obstacles/dependencies will be made available real time





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Other Business

- MDREN Engineering Committee meeting
 - Monday, May 12, 2014, 1:30 PM @ UMBC Technology Center
- High Availability Working Group
 - Wednesday, July 9, 2014, 10:00 AM @ Knowtion Center
- Quarterly Maintenance
 - Sunday, June 1, 2014, 6 AM to 12 PM
- Closing Questions or Comments





Meeting Adjourned

