

networkMaryland™ Advisory Group Meeting

July 17, 2012

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: CTO
- Guests/Visitors





New Business

- Meeting Minutes Approval
 - April 2012





Internet / Intranet / Extranet

- ISP Upgrade Program
- Intranet (SwGI / OMBN)
 - Only two tiers 100 Mbps / 1 Gbps
 - SwGI being developed as a secure and trusted network
 - OMBN as a private “extranet”
- Upgrading State Agencies





Meeting Agenda

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Operational Subscribers

- 82 Operational Subscribers – one new subscriber
WCPS – Washington County Public Schools
- Circuit Breakdown
 - 94 ISP Circuits (+3)
 - 92 SwGI Circuits (+2)
 - 1480 Layer 2 Circuits (+21)
 - 13 VPN Subscriber Connections (+0)
 - 48 VPRN Circuits (+4)
 - 449 EE Circuits (+46)





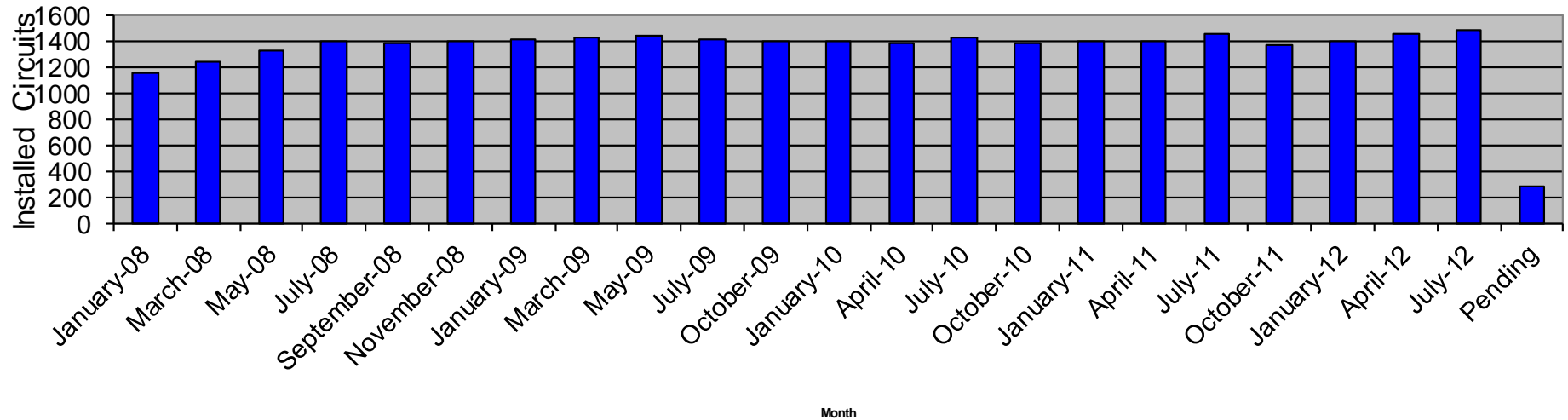
Subscriber Provisioning

- 125 Provisioning requests were received.
- 168 Cumulative active provisioning requests are in process.
- 142 tickets were completed (Customer Acceptance Form sent to customer).
- Of the 142 completed tickets, 116 were accepted/closed.





Installed Circuits





Executive Branch

Executive Branch networkMaryland Subscribers as of July 17, 2012

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 *
Labor, Licensing & Regulation/ Division of Unempl. Ins.	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 July 17, 2012

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Non-State Customers

Non-State entities\Counties\Municipalities
networkMaryland Subscribers as of July 17, 2012

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
Legend: 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		Washington County Public Schools	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	Frederick County Public Schools	Internet SwGI Layer 2 EE	Baltimore City Police Department	Internet SwGI Layer 2 EE		





Service Level Performance

April 2012	1 - Critical	2 - High	3 - Normal
# of Cases Relating to Outages	4	84	25
Initial Response from Detection (10m, 10m, 10m)	4	84	25
	100.0%	100.0%	100.0%
	4	84	24
Begin Diagnosis (10m, 10m, 10m)	100.0%	100.0%	96.0%
Initial Notification to State (10m, 10m, 10m)	100.0%	100.0%	100.0%
# of Cases for Onsite Support with Parts	0	1	1
Onsite Support With Parts (4h, 4h, 24h)	0	1	0
	100.0%	100.0%	0.0%
Total # of Cases Included in Escalation SLA's (Not Approved for Exemption)	3	40	16
1st Escalation (20m, 4h, 24h)	3	40	16
	100.0%	100.0%	100.0%
2nd Escalation (1h, 4h, 24h)	3	40	16
	100.0%	100.0%	100.0%
3rd Escalation (1h, 4h, 24h)	3	40	16
	100.0%	100.0%	100.0%
Resolution Notification (10m, 10m, 10m)	100.0%	100.0%	100.0%





Service Level Performance

May 2012	1 - Critical	2 - High	3 - Normal
# of Cases Relating to Outages	6	104	25
Initial Response from Detection (10m, 10m, 10m)	6	104	25
	100.0%	100.0%	100.0%
	6	101	25
Begin Diagnosis (10m, 10m, 10m)	100.0%	97.1%	100.0%
Initial Notificaiton to State (10m, 10m, 10m)	100 %	100 %	100 %
# of Cases for Onsite Support with Parts	2	0	0
Onsite Support With Parts (4h, 4h, 24h)	0	0	0
	0%	100.0%	100.0%
Total # of Cases Included in Escalation SLA's (Not Approved for Exemption)	2	35	18
1st Escalation (20m, 4h, 24h)	0	35	18
	0.0%	100.0%	100.0%
2nd Escalation (1h, 4h, 24h)	0	35	18
	0.0%	100.0%	100.0%
3rd Escalation (1h, 4h, 24h)	1	35	18
	50.0%	100.0%	100.0%
Resolution Notification (10m, 10m, 10m)	100 %	100 %	100 %





Service Level Performance

June 2012	1 - Critical	2 - High	3 - Normal
# of Cases Relating to Outages	7	108	43
Initial Response from Detection (10m, 10m, 10m)	7	108	42
	100.0%	100.0%	97.7%
	7	108	42
Begin Diagnosis (10m, 10m, 10m)	100.0%	100.0%	97.7%
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	0	0
	100.0%	100.0%	0%
Total # of Cases Included in Escalation SLA's (Not Approved for Exemption)	1	32	23
1st Escalation (20m, 4h, 24h)	1	30	23
	100.0%	93.8%	100.0%
2nd Escalation (1h, 4h, 24h)	1	30	23
	100.0%	93.8%	100.0%
3rd Escalation (1h, 4h, 24h)	1	30	23
	100.0%	93.8%	100.0%
Resolution Notification (10m, 10m, 10m)	100 %	100 %	100 %





Quarterly Maintenance

- Just completed Q3 maintenance 7/14 – 7/15
- Preparing for Q4 maintenance





Meeting Agenda

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





Project Status

- One Maryland Broadband Network
 - Received backbone hardware
 - Engineering work in ongoing statewide
 - Construction is underway in statewide
 - Equipment installation started at UMCP
 - Equipment installation started at 6 St. Paul
 - Equipment installation started in LaPlata





Project Status

	TOTAL CAIs (sites)	CAIs (Sites) Connected	Total UG Miles	Total Aerial Miles	Total Miles	Miles Construction Awarded (POs issued)	Miles UG Constructed (Conduit)	Miles UG Constructed (Fiber Pulled)	Miles Aerial Constructed (Fiber Attached)	TOTAL Miles Construction Completed
ICBN Subtotal	657	26	697.1	188.6	885.7	646.9	406.1	189.2	64.9	254.1
% of ICBN Total	100%	4%	79%	21%	100%	73%	58%	27%	34%	29%
Frederick County	58	7	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
% of Frederick Total	100%	12%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
DOIT Jurisdictions										
Eastern MD Subtotal	131	3	153.4	38.6	192	120.9	74.1	16.6	0	16.6
Southern MD Subtotal	92	6	213.3	3.3	216.6	196.2	186.7	85.6	0	85.6
Western Maryland Subto	68	0	16	101	117	11.4	3.5	0	0	0
DOIT Subtotal	291	9	382.7	142.9	525.5	328.5	264.3	102.2	0	102.2
% of DOIT Total	100%	3%	73%	27%	100%	63%	69%	27%	0%	19%
TOTAL One Maryland	1006	42	1079.8	331.5	1411.2	975.4	670.4	291.4	64.9	356.3





Project Status

- Backbone Upgrade to 10Gbps: Full schedule being developed
 - Implementation in Phases
 - Southern Maryland Ring
 - Upper Eastern Shore Ring
 - Baltimore Annapolis Ring
 - Central Maryland Ring
 - Southern Eastern Shore Ring
 - Western Maryland Ring
- Redundant fiber connecting Baltimore POPs: on hold





Project Status

- Deployment of multi-cast capabilities on SWGI
 - Final turn-up completed
- Frederick MAN
 - Build a diverse fiber path through Frederick
 - Agreement to swap fiber with Frederick County
- FiRST Radio Project
 - Providing IP transport for networked devices
 - Providing dark fiber for “radio over IP” transport





Fiber Projects

- Hagerstown: Fiber to DPSCS complex:
 - Part of OMBN project
- Fiber documentation and mapping project
 - Level3 Backbone: To be completed by MdBC as part of Resource Share Agreement (2 years to complete – clock started in May)





Meeting Agenda

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





Other Business

- Closing Questions or Comments



Meeting Adjourned

