

# networkMaryland™ Advisory Group Meeting

July 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
  - April 2010 : Need to approve via email.





# New Business

- Internet Service Capacity
  - Upgraded capacity to 2.4 Gbps aggregate capacity
  - Working with Level3 to increase capacity
    - 1 Gbps @ Level3 McLean
    - 1 Gbps @ 300 W. Lexington
- E-Rate
  - Received SPIN
- IPv6 Support
  - Received IPv6 allocation (/32)
  - Initial application will be on SWGI





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# Operational Subscribers

- 79 Operational Subscribers – Two new customers
  - Frederick County Public Schools,
  - Baltimore City Police Department
- Circuit Breakdown
  - 89 ISP Circuits (+1)
  - 87 SwGI Circuits (+2)
  - 1459 Layer 2 Circuits (+54)
  - 12 VPN Subscriber Connections (+1)
  - 32 VPRN Circuits (+4)
  - 208 EE Circuits (+58)





# Subscriber Provisioning

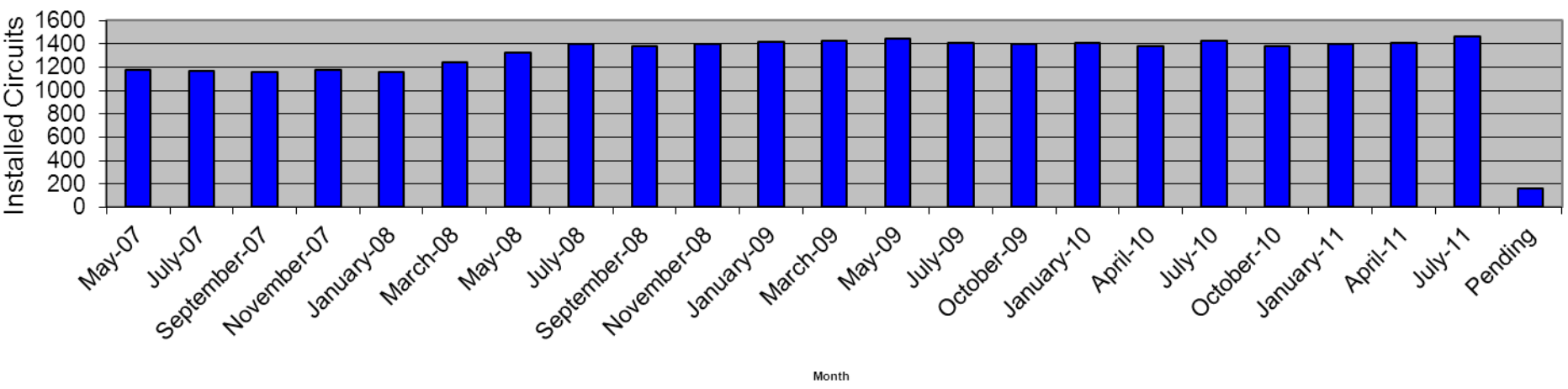
- 160 circuits are currently in the subscriber's testing/implementation phase
- 65 new circuits have been provisioned since the last meeting
- 80 circuits have been accepted by the subscriber since the last meeting







# Installed Circuits





# Executive Branch

## Executive Branch networkMaryland Subscribers as of July 19, 2011

<b>Treasurer</b>	Internet SwGI Layer 2 EE	<b>Comptroller</b>	Internet SwGI Layer 2 EE	<b>Governor's Office</b>	Internet SwGI Layer 2 EE	<b>Attorney General</b>	Internet SwGI Layer 2 EE	<b>Secretary of State</b>	Internet SwGI Layer 2 EE
<b>Environment</b>	Internet SwGI Layer 2 EE *	<b>Agriculture</b>	Internet SwGI Layer 2 EE	<b>Budget &amp; Management</b>	Internet SwGI Layer 2 EE	<b>Business &amp; Economic Development</b>	Internet SwGI Layer 2 EE *	<b>Education</b>	Internet SwGI Layer 2 EE *
<b>Information Technology</b>	Internet SwGI Layer 2 EE	<b>General Services</b>	Internet SwGI Layer 2 EE	<b>Health &amp; Mental Hygiene</b>	Internet SwGI Layer 2 EE *	<b>Housing &amp; Community Development</b>	Internet SwGI Layer 2 EE *	<b>Human Resources</b>	Internet SwGI Layer 2 EE *
		<b>Juvenile Services</b>	Internet SwGI Layer 2 EE *	<b>Labor, Licensing &amp; Regulation</b>	Internet SwGI Layer 2 EE	<b>Natural Resources</b>	Internet SwGI Layer 2 EE	<b>Planning</b>	Internet SwGI Layer 2 EE
		<b>Public Safety Correctional Services</b>	Internet SwGI Layer 2 EE *	<b>State Police</b>	Internet SwGI Layer 2 EE *	<b>Transportation</b>	Internet SwGI Layer 2 EE *	<b>Veteran's Affairs</b>	Internet SwGI Layer 2 EE
								<b>Maryland Energy Admin.</b>	Internet SwGI Layer 2 EE
								<b>Maryland Coordination &amp; Analysis Center</b>	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 19, 2011

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\* - denotes a change in service since the last Advisory Group Meeting







# Non-State Customers

Non-State entities\Counties\Municipalities  
networkMaryland Subscribers as of July 19, 2011

<b>Baltimore City</b> Internet SwGI Layer 2 EE	<b>Charles County Government</b> Internet SwGI Layer 2 EE	<b>MD Public TV (MPT)</b> Internet SwGI Layer 2 EE	<b>University System of Maryland</b> Internet SwGI Layer 2 EE	<b>Frederick County Government</b> Internet SwGI Layer 2 EE *
<b>Baltimore City State's Attorney Office</b> Internet SwGI Layer 2 EE	<b>Carroll County Gov't</b> Internet SwGI Layer 2 EE	<b>Garrett County Public Schools</b> Internet SwGI Layer 2 EE	<b>Alleghany County Board of Education</b> Internet SwGI Layer 2 EE	<b>Prince Georges County Government</b> Internet SwGI Layer 2 EE
<b>Baltimore City Community College</b> Internet SwGI Layer 2 EE	<b>Caroline County Gov't</b> Internet SwGI Layer 2 EE	<b>St. Mary's County Gov't</b> Internet SwGI Layer 2 EE	<b>Anne Arundel County Government</b> Internet SwGI Layer 2 EE	<b>Howard County Government</b> Internet SwGI Layer 2 EE
<b>Baltimore County Government</b> Internet SwGI Layer 2 EE	<b>Ocean City Gov't</b> Internet SwGI Layer 2 EE	<b>City of Laurel Gov't</b> Internet SwGI Layer 2 EE	<b>City of Annapolis Gov't</b> Internet SwGI Layer 2 EE	<b>Harford County Gov't</b> Internet SwGI Layer 2 EE
<b>Maryland School for the Deaf</b> Internet SwGI Layer 2 EE	<b>Montgomery County Government</b> Internet SwGI Layer 2 EE	<b>CAPWIN</b> Internet SwGI Layer 2 EE *	<b>College of Southern MD</b> Internet SwGI Layer 2 EE	<b>Washington County (BWA)</b> Internet SwGI Layer 2 EE
			<b>Garrett County Government</b> Internet SwGI Layer 2 EE	<b>Washington County Public Network (WCPN)</b> Internet SwGI Layer 2 EE
		<b>Wicomico County</b> Internet SwGI Layer 2 EE	<b>Frederick County Public Schools</b> Internet SwGI Layer 2 EE *	<b>Baltimore City Police Department</b> Internet SwGI Layer 2 EE *

**Legend:**

- Agency Expressed Interest in Receiving networkMaryland Service
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# New Provisioning Activity

- **Bundled Services Offering (ISP/SWGI Bundles)**
  - 50 Mbps ISP / SWGI : \$15,000/year
  - 100 Mbps ISP / SWGI : \$25,000/year
  - 200 Mbps ISP / SWGI : \$45,000/year
  - 500 Mbps ISP / 100 Mbps SWGI: \$78,000/year
- \* All services 100 Mbps or higher include a second connection to networkMaryland for redundancy. Interfaces are configured active/standby. Subscriber must be located at a networkMaryland “on-net” facility.





# Service Level Performance

April 2011	1 - Critical	2 - High	3 - Normal
# of Cases Relating to Outages	3	58	59
Initial Response from Detection (10m, 10m, 10m)	3 100.0%	58 100.0%	57 96.6%
Begin Diagnosis (10m, 10m, 10m)	3 100.0%	58 100.0%	57 96.6%
Initial Notificaiton to State (10m, 10m, 10m)	100 %	100 %	100 %
# of Cases for Onsite Support with Parts	2	1	4
Onsite Support With Parts (4h, 4h, 24h)	2 100.0%	1 100.0%	3 75.0%
Total # of Cases Included in Escalation SLA's (Not Approved for Exemption)	3	58	59
1st Escalation (20m, 4h, 24h)	2 66.7%	58 100.0%	59 100.0%
2nd Escalation (1h, 4h, 24h)	2 66.7%	58 100.0%	59 100.0%
3rd Escalation (1h, 4h, 24h)	2 66.7%	58 100.0%	59 100.0%
Resolution Notification (10m, 10m, 10m)	100 %	100 %	100 %





# Service Level Performance

May 2011	1 - Critical	2 - High	3 - Normal
# of Cases Relating to Outages	6	60	37
Initial Response from Detection (10m, 10m, 10m)	6 100.0%	58 96.7%	36 97.3%
Begin Diagnosis (10m, 10m, 10m)	6 100.0%	58 96.7%	36 97.3%
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 N/A	1 100%	1 100%
Total # of Cases Included in Escalation SLA's (Not Approved for Exemption)	6	60	37
1st Escalation (20m, 4h, 24h)	5 83.3%	60 100.0%	37 100.0%
2nd Escalation (1h, 4h, 24h)	6 100.0%	60 100.0%	37 100.0%
3rd Escalation (1h, 4h, 24h)	6 100.0%	60 100.0%	37 100.0%
Resolution Notification (10m, 10m, 10m)	100 %	100 %	100 %





# Service Level Performance

June 2011	1 - Critical	2 - High	3 - Normal
# of Cases Relating to Outages	5	68	44
Initial Response from Detection (10m, 10m, 10m)	5 100.0%	67 98.5%	42 95.5%
Begin Diagnosis (10m, 10m, 10m)	5 100.0%	67 98.5%	42 95.5%
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 N/A	1 100%	1 100%
Total # of Cases Included in Escalation SLA's (Not Approved for Exemption)	5	68	44
1st Escalation (20m, 4h, 24h)	5 100.0%	66 97.1%	42 95.5%
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3rd Escalation (1h, 4h, 24h)	5 100.0%	66 97.1%	42 95.5%
Resolution Notification (10m, 10m, 10m)	100 %	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 OC-3 installed
  - We installed a second OC-3 in Baltimore
  - We have cancelled OC-3 orders that were not completed
  - We are ordering DS-3 circuits going forward instead of OC-3s
    - Verizon was unable to demonstrate operational capabilities with OC-3 circuits. They were unable to troubleshoot and resolve outages
    - networkMaryland did not take advantage of SONET capabilities due to the extremely high costs to initiate service
    - It will be easier to migrate off of the older Overture hardware (ISG-5100) to the ISG 6000s
    - Discontinue SONET grooming of T1 circuits – save costs and simplify operations. We can decommission the SONET infrastructure when the backbone gets upgraded from OC-48 to 10 Gbps





# Project Status

- One Maryland Broadband Network
  - Received backbone hardware
  - We are able to initiate equipment purchases and construction
    - Engineering work started in all regions
    - Fiber contract awarded to OFS – large order placed
    - Additional IFB for fiber released
    - Replacement fiber construction contract imminent
  - Need Pole Attachment Agreements
    - Verizon: *completed*
    - BGE: *completed* – entities are signing individual agreements
    - Allegany Power
    - Delmarva Power





# Project Status

- Migration from ATM to Native IP
  - Phase VI: Last Mile (FRASI Replacement)
    - In progress
  - Phase VII: Direct ATM Connections
    - In progress: DJS; DORS; DHR; MDOT; DHMH; WCC; DPSCS
- NCRnet
  - Established physical connection at UMCP





# Project Status

- Network Resiliency: Separate service delivery & core
  - Dedicated routers for upstream ISP connectivity: *completed*
  - Move Layer 3 terminations off core routers
    - UMCP: *completed*
    - Baltimore Core Sites: *completed*
  - Migrate MANs from Layer 2 to Layer 3 connections
    - Annapolis MAN: *not started*
    - Baltimore MAN: *not started*
    - Cambridge MAN: *in progress*
    - Denton MAN: *not started*
- Backbone Upgrade to 10Gbps: August / September
- Redundant fiber connecting Baltimore POPs: on hold





# Project Status

- Deployment of multi-cast capabilities on SWGI
  - Final implementation of awaiting arrival of hardware
- Frederick MAN
  - Build a diverse fiber path through Frederick (no change)
- Cambridge MAN
  - District Courthouse and Dorchester County Office Building
- Initiate Eastern Shore Fiber Backbone project
  - 12 strands of fiber received from MdBC on entire shore
  - 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
- Rockville Courthouse
- Fiber documentation and mapping project
  - Level3 Backbone: To be completed by MdBC as part of Resource Share Agreement (2 years to complete)





# Meeting Agenda

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

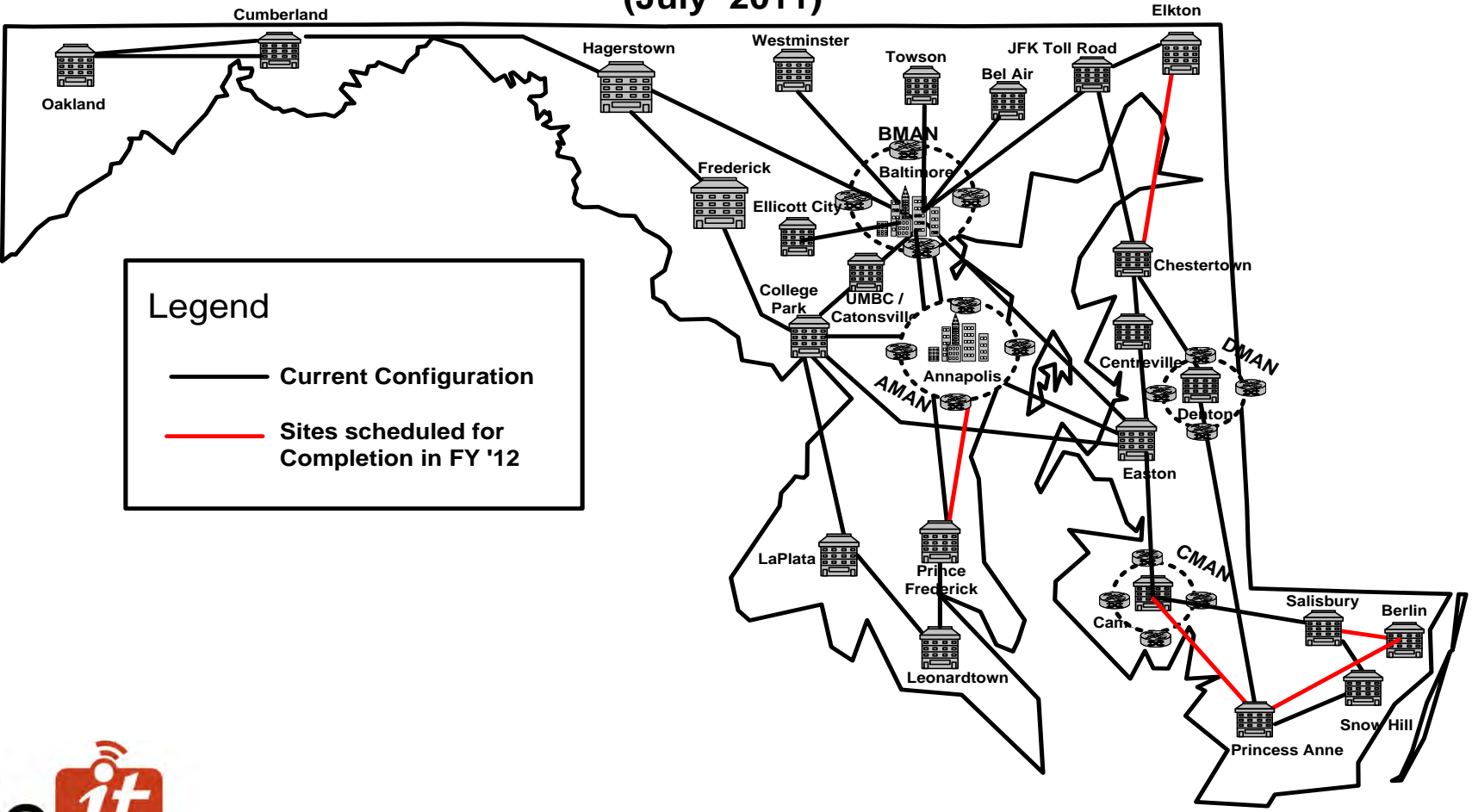






# Network Overview

(July 2011)





# Other Business

- networkMaryland™ Engineering Committee meeting
  - September 12th, 2011, 1:30 PM @ UMBC Technology Center
  - Merged with UMATS engineering meeting
- Closing Questions or Comments



# Meeting Adjourned

