

networkMaryland™ Advisory Group Meeting

October 18, 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

- 80 Operational Subscribers – one new subscriber
Maryland First Responders Interoperable Radio
System Team - FiRST
- Circuit Breakdown
 - 90 ISP Circuits (+1)
 - 89 SwGI Circuits (+2)
 - 1375 Layer 2 Circuits (-84, due to FRASI decommissions)
 - 12 VPN Subscriber Connections
 - 36 VPRN Circuits (+4)
 - 263 EE Circuits (+55)





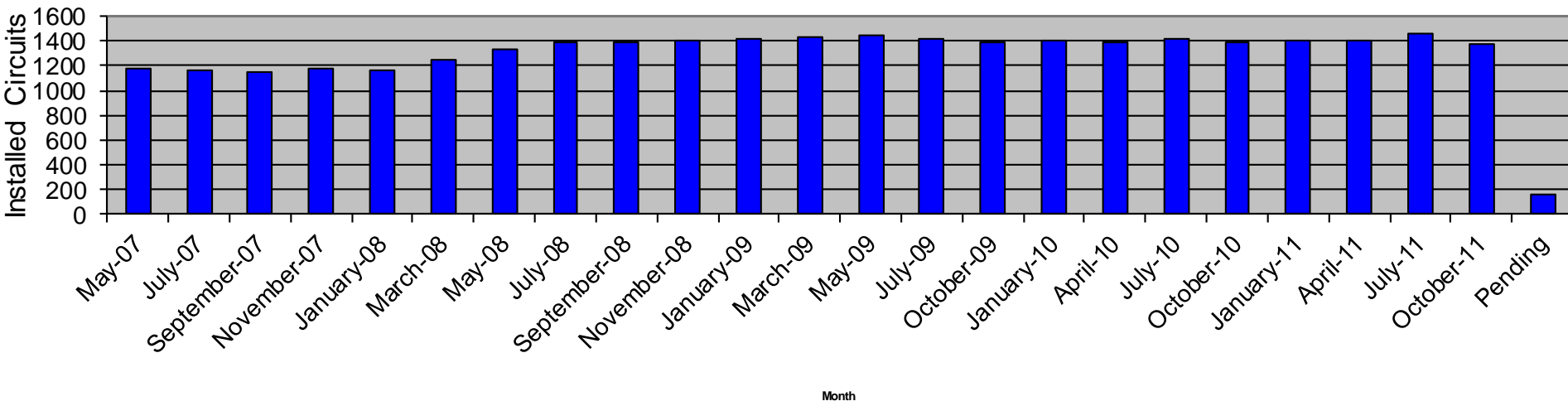
Subscriber Provisioning

- 41 Provisioning requests were received.
- 199 Cumulative active provisioning requests are in process.
- 120 tickets were completed (Customer Acceptance Form sent to customer).
- Of the 120 completed tickets, 107 were accepted/closed.





Installed Circuits





Executive Branch

Executive Branch networkMaryland Subscribers as of October 18, 2011

Agency	Internet	SwGI	Layer 2	EE	Notes
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	*
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 October 18, 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 October 18, 2011

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
						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

Legend:

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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

July 2011	1 - Critical	2 - High	3 - Normal
# of Cases Relating to Outages	12	116	23
Initial Response from Detection (10m, 10m, 10m)	12 100 %	115 99 %	22 96 %
Begin Diagnosis (10m, 10m, 10m)	12 100 %	115 99 %	22 96 %
Initial Notificaiton to State (10m, 10m, 10m)	100 %	100 %	100 %
# of Cases for Onsite Support with Parts	1	0	2
Onsite Support With Parts (4h, 4h, 24h)	1 100 %	0 100 %	1 50 %
Total # of Cases Included in Escalation SLA's (Not Approved for Exemption)	7	74	18
1st Escalation (20m, 4h, 24h)	6 86 %	74 100 %	17 94 %
2nd Escalation (1h, 4h, 24h)	6 86 %	74 100 %	18 100 %
3rd Escalation (1h, 4h, 24h)	6 86 %	74 100 %	18 100 %
Resolution Notification (10m, 10m, 10m)	100 %	100 %	100 %





Service Level Performance

August 2011	1 - Critical	2 - High	3 - Normal
# of Cases Relating to Outages	8	132	35
Initial Response from Detection (10m, 10m, 10m)	8 100 %	132 100 %	35 100 %
Begin Diagnosis (10m, 10m, 10m)	8 100 %	132 100 %	35 100 %
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)	0 100 %	0 0 %	0 0 %
Total # of Cases Included in Escalation SLA's (Not Approved for Exemption)	7	79	24
1st Escalation (20m, 4h, 24h)	7 100 %	77 97 %	22 92 %
2nd Escalation (1h, 4h, 24h)	7 100 %	77 97 %	24 100 %
3rd Escalation (1h, 4h, 24h)	7 100 %	78 99 %	23 96 %
Resolution Notification (10m, 10m, 10m)	100 %	100 %	100 %





Service Level Performance

September 2011	1 - Critical	2 - High	3 - Normal
# of Cases Relating to Outages	3	150	27
Initial Response from Detection (10m, 10m, 10m)	3 100 %	150 100 %	26 96 %
Begin Diagnosis (10m, 10m, 10m)	3 100 %	150 100 %	26 96 %
Initial Notificaiton to State (10m, 10m, 10m)	100 %	100 %	100 %
# of Cases for Onsite Support with Parts	0	0	1
Onsite Support With Parts (4h, 4h, 24h)	0 100 %	0 100 %	0 0 %
Total # of Cases Included in Escalation SLA's (Not Approved for Exemption)	3	79	19
1st Escalation (20m, 4h, 24h)	0 0 %	75 95 %	17 89 %
2nd Escalation (1h, 4h, 24h)	0 0 %	75 95 %	19 100 %
3rd Escalation (1h, 4h, 24h)	2 67 %	75 95 %	19 100 %
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

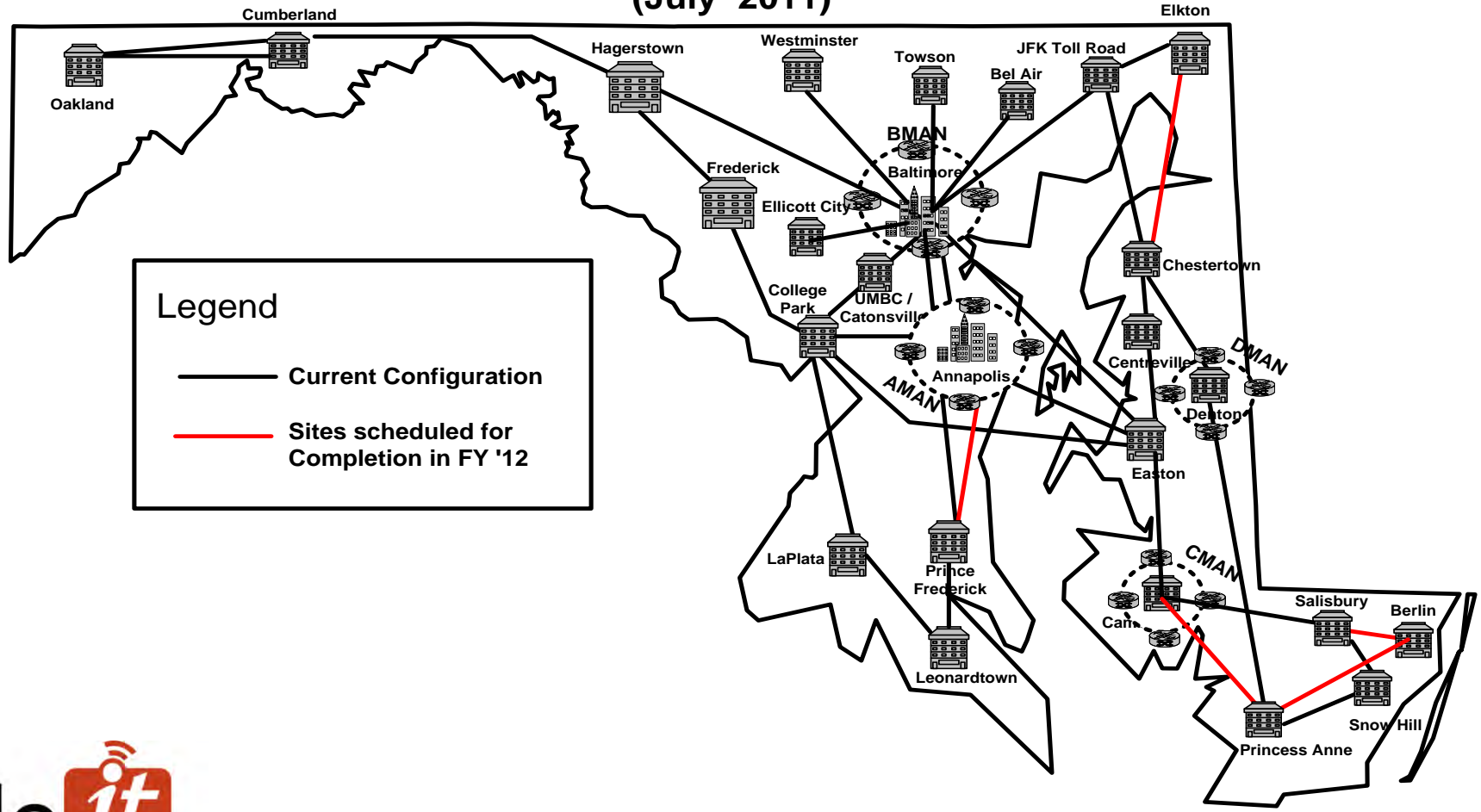
- Welcome & Introductions
- New Business
- State of the Network
- Status of Project
- Other Business





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

