

networkMaryland™ Advisory Group Meeting

October 16, 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, State of Maryland
- Guests/Visitors





New Business

- Meeting Minutes Approval
 - April 2012
- FY 2012 Pricing Published
 - New EVPL structure
 - Billing actual Verizon circuit costs
 - Lower Layer 2





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Operational Subscribers

- 82 Operational Subscribers – one new subscriber
AACO/DPW – Anne Arundel County Department of Public Works
- Circuit Breakdown
 - 92 ISP Circuits (-2)
 - 93 SwGI Circuits (+1)
 - 1432 Layer 2 Circuits (-48)
 - 13 VPN Subscriber Connections (+0)
 - 58 VPRN Circuits (+10)
 - 486 EE Circuits (+37)





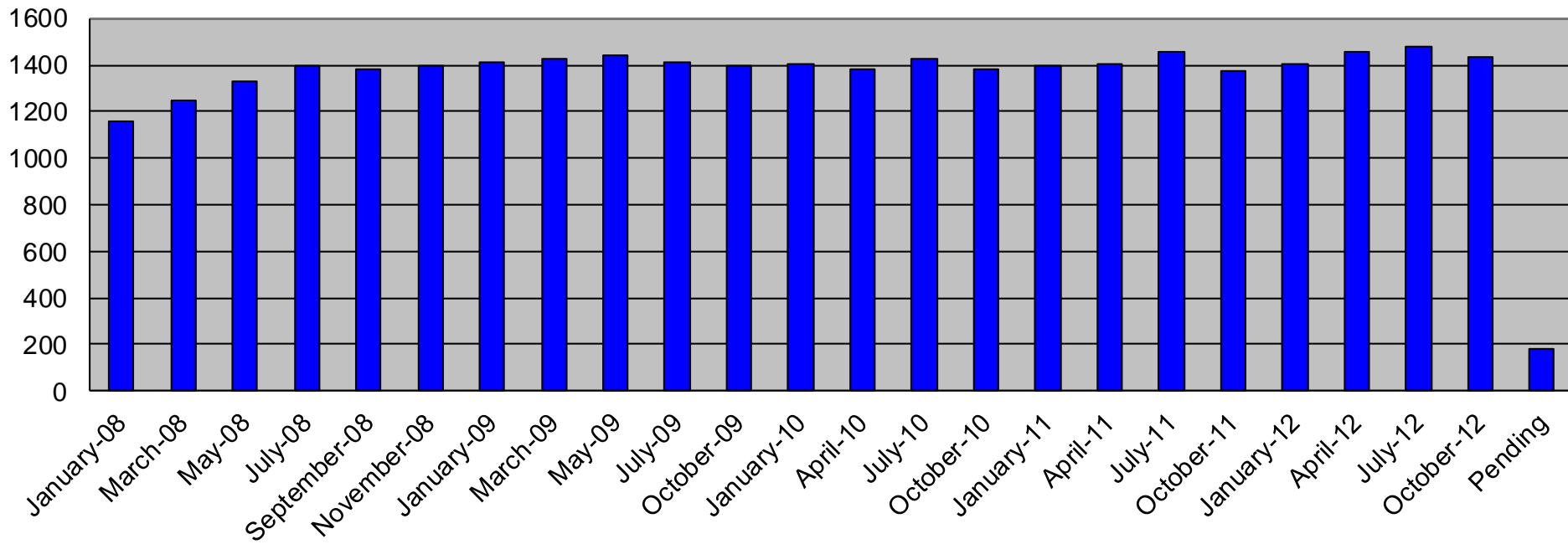
Subscriber Provisioning

- 111 Provisioning requests were received.
- 184 Cumulative active provisioning requests are in process.
- 105 tickets were completed (Customer Acceptance Form sent to customer).
- Of the 105 completed tickets, 73 were accepted/closed.





Installed Circuits





Executive Branch

Executive Branch networkMaryland Subscribers as of October 16, 2012

<table border="1"> <tr><td>Treasurer</td><td>Internet</td><td>*</td></tr> <tr><td></td><td>SwGI</td><td></td></tr> <tr><td></td><td>Layer 2</td><td></td></tr> <tr><td></td><td>EE</td><td></td></tr> </table>	Treasurer	Internet	*		SwGI			Layer 2			EE		<table border="1"> <tr><td>Comptroller</td><td>Internet</td><td>*</td></tr> <tr><td></td><td>SwGI</td><td>*</td></tr> <tr><td></td><td>Layer 2</td><td>*</td></tr> <tr><td></td><td>EE</td><td></td></tr> </table>	Comptroller	Internet	*		SwGI	*		Layer 2	*		EE		<table border="1"> <tr><td>Governor's Office</td><td>Internet</td><td>*</td></tr> <tr><td></td><td>SwGI</td><td>*</td></tr> <tr><td></td><td>Layer 2</td><td>*</td></tr> <tr><td></td><td>EE</td><td></td></tr> </table>	Governor's Office	Internet	*		SwGI	*		Layer 2	*		EE		<table border="1"> <tr><td>Attorney General</td><td>Internet</td><td>*</td></tr> <tr><td></td><td>SwGI</td><td></td></tr> <tr><td></td><td>Layer 2</td><td></td></tr> <tr><td></td><td>EE</td><td></td></tr> </table>	Attorney General	Internet	*		SwGI			Layer 2			EE		<table border="1"> <tr><td>Secretary of State</td><td>Internet</td><td>*</td></tr> <tr><td></td><td>SwGI</td><td></td></tr> <tr><td></td><td>Layer 2</td><td></td></tr> <tr><td></td><td>EE</td><td></td></tr> </table>	Secretary of State	Internet	*		SwGI			Layer 2			EE	
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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 16, 2012

Office of People's Council	Internet SwGI Layer 2 EE	Judiciary	Internet SwGI Layer 2 EE *	MD General Assembly	Internet SwGI Layer 2 EE *	Office of Legislative Auditors	Internet SwGI Layer 2 EE	State Lottery	Internet SwGI Layer 2 EE *
State Board of Elections	Internet SwGI Layer 2 EE *	Maryland State Archives	Internet SwGI Layer 2 EE *	Department of Assessment and Taxation	Internet SwGI Layer 2 EE *	MIEMMS	Internet SwGI Layer 2 EE	Subsequent Injury Fund	Internet SwGI Layer 2 EE
Commission of Human Relations	Internet SwGI Layer 2 EE *	Office for Children	Internet SwGI Layer 2 EE *	Office of Public Defender	Internet SwGI Layer 2 EE *	Dept. of Rehabilitative Services	Internet Layer 2 SwGI** EE	Dept. of Military	Internet SwGI Layer 2 EE
Workers' Compensation Commission	Internet SwGI Layer 2 EE *	State Retirement Agency	Internet SwGI Layer 2 EE *	Maryland State Retirement Plan	Internet SwGI Layer 2 EE	MD Auto Insurance Fund	Internet SwGI Layer 2 EE	State Board of Contract Appeals	Internet SwGI Layer 2 EE
MD Higher Education Commission	Internet SwGI Layer 2 EE	College Savings Plans of Maryland	Internet SwGI Layer 2 EE *	Office of Crime Control & Prevention	Internet SwGI Layer 2 EE	Maryland Emergency Management Agency	Internet SwGI Layer 2 EE	MD Stadium Authority	Internet SwGI Layer 2 EE
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		Register of Wills	Internet SwGI Layer 2 EE *	Office of Admin Hearings	Internet SwGI Layer 2 EE	Canal Place Authority	Internet SwGI Layer 2 EE		
		Public Service Commission	Internet SwGI Layer 2 EE *	MD Insurance Administration	Internet SwGI Layer 2 EE	Office of State Prosecutor	Internet SwGI Layer 2 EE		



Non-State Customers

Non-State entities\Counties\Municipalities
networkMaryland Subscribers as of October 16, 2012

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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





Service Level Performance

July 2012	1 - Critical	2 - High	3 - Normal
# of Cases Relating to Outages	7	156	39
Initial Response from Detection (10m, 10m, 10m)	6 86 %	153 98 %	38 97 %
Begin Diagnosis (10m, 10m, 10m)	6 86 %	153 98 %	38 97 %
Initial Notification to State (10m, 10m, 10m)	100 %	100 %	100 %
# of Cases for Onsite Support with Parts	0	0	0
Onsite Support With Parts (4h, 4h, 24h)	0 100 %	0 100 %	0 100 %
Total # of Cases Included in Escalation SLA's (Not Approved for Exemption)	2	35	24
1st Escalation (20m, 4h, 24h)	0 0 %	34 97 %	23 96 %
2nd Escalation (1h, 4h, 24h)	0 0 %	34 97 %	23 96 %
3rd Escalation (1h, 4h, 24h)	0 0 %	34 97 %	23 96 %
Resolution Notification (10m, 10m, 10m)	100 %	100 %	100 %





Service Level Performance

August 2012	1 - Critical	2 - High	3 - Normal
# of Cases Relating to Outages	2	115	46
Initial Response from Detection (10m, 10m, 10m)	2 100 %	114 99 %	46 100 %
Begin Diagnosis (10m, 10m, 10m)	2 100 %	115 100 %	46 100 %
Initial Notificaiton to State (10m, 10m, 10m)	100 %	100 %	100 %
# of Cases for Onsite Support with Parts	0	1	0
Onsite Support With Parts (4h, 4h, 24h)	0 100 %	0 0 %	0 100 %
Total # of Cases Included in Escalation SLA's (Not Approved for Exemption)	0	38	31
1st Escalation (20m, 4h, 24h)	0 100 %	36 95 %	31 100 %
2nd Escalation (1h, 4h, 24h)	0 100 %	37 97 %	31 100 %
3rd Escalation (1h, 4h, 24h)	0 100 %	37 97 %	31 100 %
Resolution Notification (10m, 10m, 10m)	100 %	100 %	100 %





Service Level Performance

September 2012	1 - Critical	2 - High	3 - Normal
# of Cases Relating to Outages	3	91	42
Initial Response from Detection (10m, 10m, 10m)	3 100 %	91 100 %	42 100 %
Begin Diagnosis (10m, 10m, 10m)	3 100 %	90 99 %	42 100 %
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	28	33
1st Escalation (20m, 4h, 24h)	0 0 %	25 89 %	31 94 %
2nd Escalation (1h, 4h, 24h)	1 33 %	25 89 %	32 97 %
3rd Escalation (1h, 4h, 24h)	2 67 %	26 93 %	32 97 %
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

- One Maryland Broadband Network
 - Construction work in ongoing statewide
 - Construction is completed in Anne Arundel, Calvert, Caroline, Charles, and Talbot Counties
 - Equipment installed at UMCP, ADC, General Service, La Plata and 6 St. Paul
 - 54 CAIs connected





Project Status

- Backbone Upgrade to 10Gbps
 - Upgraded ADC/General Services Building path
 - Upgraded intra-POP connections at UMCP
- ISP Upgrades to 10 Gbps
 - Level3 @ 300 W. Lexington backhauled to 6 St. Paul
 - Level3 @ McLean backhauled to UMCP
- Presence at Equinix
 - Working with MAX to leverage contract for space





Project Status

- NCRnet
 - Established network connectivity at UMCP
 - Delivering CHART video to NCR participants
- SwGI as a “Trusted Network”
 - Create a network device security policy
 - Develop a SwGI Network Security Plan
 - Create network device hardening procedures
 - Audit security configurations
 - Certify SwGI as a trusted entity
 - Update the SwGI Routing Policy
 - Create customer agreement form including AUPs





Fiber Projects

- MSCs
 - 100 W Patrick, Frederick
 - 100 E All Saints, Frederick
 - 14735 Main St, Upper Marlboro
 - 7500 Ritchie Highway, Glen Burnie
 - 6655 Sykesville Road, Sykesville
- Customer Locations
 - Easton and Waldorf MVA
 - Maryland School of the Deaf (Frederick and Columbia)
 - 12501 Willowbrook Road, Cumberland (DHMH)
 - 10100 Country Club Road, Cumberland (DHMH)
 - 1380 Marshall Street (Hagerstown (DHMH))





Meeting Agenda

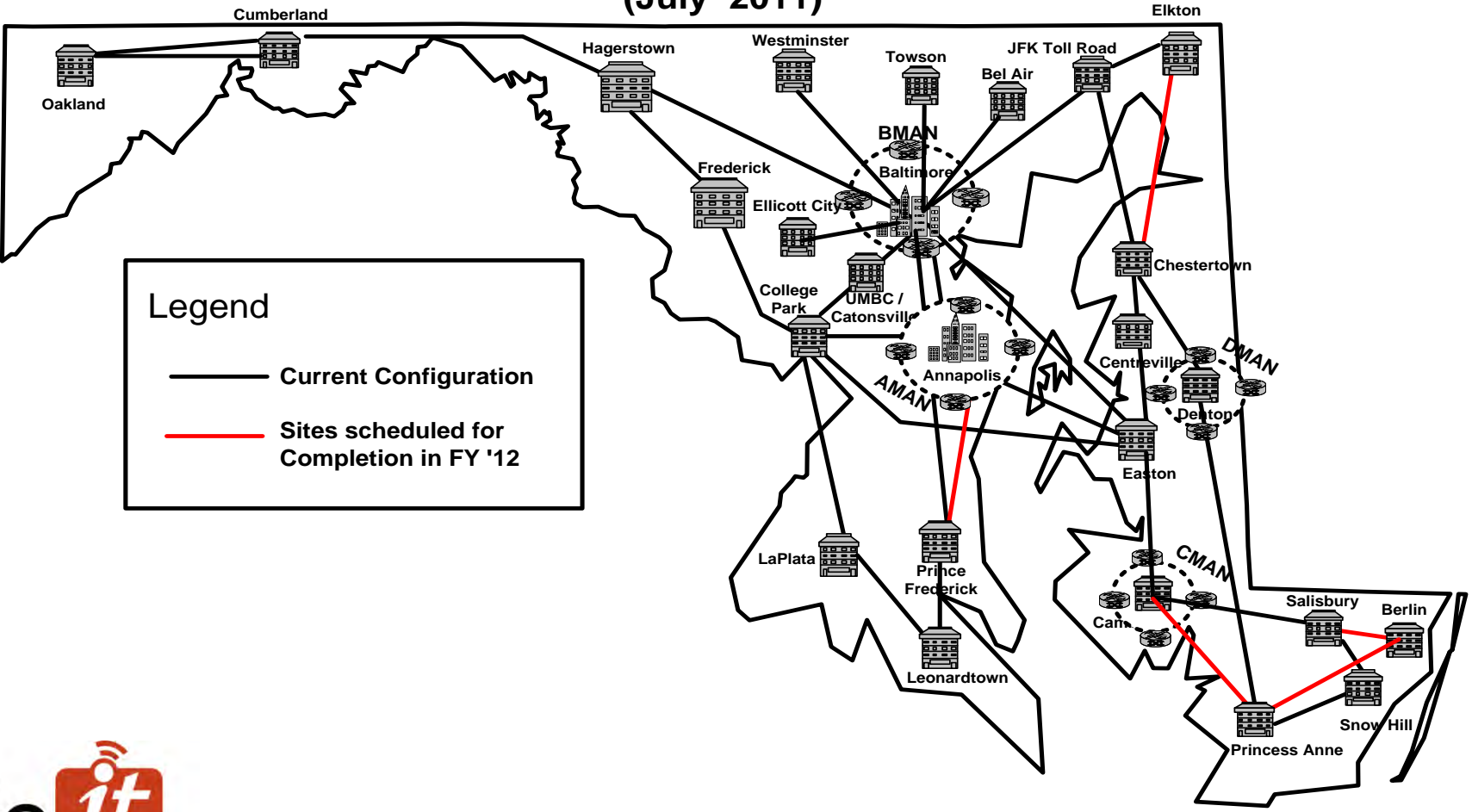
- Welcome & Introductions
- New Business
- State of the Network
- Status of Project
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Network Overview

(July 2011)



Legend

- Current Configuration
- Sites scheduled for Completion in FY '12





Other Business

- networkMaryland™ Engineering Committee meeting
 - Monday November 12th, 2012, 1:30 PM @ UMBC Technology Center
 - Merged with MDREN engineering meeting
- Closing Questions or Comments



Meeting Adjourned

