

# IOT Network Maintenance - 2020

## Who We Are:

An eight-member team that manages the physical connectivity for Voice and Data statewide for the Executive Branch, Judicial Branch, Attorney General, Treasurer, Auditor, Secretary of State and Department of Education.

## Our Mission:

Provide support, troubleshooting and equipment installation for Network Management, IOT Unified Communications and IOT Telecom Services.

## Department:

493019

## Manager:

Dan Neuenschwander

## What We Do:

### Network Maintenance

The Network Maintenance team is responsible for voice services and layer 2 network support. They will assist Network Management with configuring and installing layer 2 switches and troubleshooting of these devices out to and including the physical layer. Additionally they will assist IP Unified Communications with the deployment and troubleshooting of VoIP phones and necessary hardware.

## Our Products:

1126 TSO/DSO & OCRs

## Our Tools:

vFire Ticket Management and SLA Measurement  
Solarwinds NMS Network Mgt, Alert Management\Outage notification, Performance Metric's and Usage\Capacity planning.

## Our Metrics:

Mon-Fri 6am-6pm excluding state holidays

### Network Tickets:

Resolve customer issues within 40 IOT business hours 90%+ G; 87%+ Y; <87% R

### Network Availability:

Campus Area Network 99.9%+ G; 97.9%+ Y; < 97.9% R  
Wide Area Network 98.9%+ G; 96.9%+ Y; < 96.9% R  
Switch Availability 99.9%+ G; 97.9%+ Y; <97.9% R  
VPN Availability 99.9%+ G; 97.9%+ Y; <97.9% R

### Telecom Tickets:

Resolve customer issues within 12 IOT business hours 90%+ G; 87%+ Y; <87% R

## Our Customers:

Executive Branch, Judicial Branch, Attorney General, Treasurer, Auditor, Secretary of State and Department of Education.

## Recent Major Accomplishments:

- Refresh IGC local area network for VaaS migration
- Assisted Network Management with the implementation of Identity Services Engine on campus
- Install new single mode fiber from the data center to north MDF, data center to south MDF and from the north MDF to south MDF
- Upgrade all network cabling (Cat 6) and fiber infrastructure (single mode) for DWD 10 North Senate

## Current Projects:

- Assist Unified Communication with the migration of to VaaS
- Upgrade fiber infrastructure to 103 on campus network closets to single mode fiber

- Upgrading ATG's network cabling for their office renovation