IOT WAN/Remote Site Infrastructure Services - 2020

Who We Are:
A three-member team that manages Infrastructure resources and Network connectivity statewide.

Our Mission:
Maintain and support voice\data infrastructure, ensuring each vendor meets its contractual obligation. Provide cost-effective solutions that meet the needs of our customers.

Department:
493017

Manager:
Charles Sharp

What We Do:
The IOT WAN/Remote Site Infrastructure team performs site surveys, develops various prints and performs capacity-planning that sets the requirements for each remote office infrastructure and connectivity to the State network. The team is also responsible for the management of all contracts held by IOT allowing for the procurement of services for telecom carriers, such as AT&T, CenturyLink, Frontier, Comcast and Spectrum. The team negotiates contract language and rates to ensure we meet the needs of our customers, gaining the most reliable and cost-effective solution possible.

Our Products:

1112	Data Circuits - Off Network
1141	Circuit Management
1187	Data Circuits - On Network

Our Tools:

Vfire	Ticket Management and SLA Measurement
Carrier Apps -	Each carrier has various tools that allow us to pull metrics on performance and capacity planning
SolarWinds - NMS	Network Mgt, Alert Mgt\Outage notification, Perf Metric's and Usage\Capacity planning.

Our Metrics:

None – Project driven

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

Our Budget:
$5.8 million

Recent Major Accomplishments:
- Gained a 4.28% reduction in carrier cost for FY 18/19

Current Projects:
- Continuing to move agency remote offices to fiber solutions to further reduce costs and improve performance and reliability
- Working to add a 4th member to the team to eliminate over allocation of my current resources