

# IOT Network Maintenance - 2023

## Who We Are:

A seven-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:

ASM 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:

- Upgrade fiber infrastructure to 106 network closets in the IGC to single mode fiber
- Assisted Network Management with upgrade of Core Routers
- DHS office renovation, re-cabled DHS Second floor

## Current Projects:

- Assist Unified Communication with the migration to Teams Voice
- Assist Network Management with ISE implementation