

Following is an update on the BCN conversion. The committee asked for a report to be based upon the following bullet points:

- Percentage fully operational
- State agencies: Of the 612 installed this week we will cross over the 400 mark for state agencies swung over to BCN. AT&T installs the service and we follow behind to swing the agency over from the legacy network to the BCN network.
- Last week we swung 39 agencies over and have a 96 plus% success rate.
- DOA has the ability to swing more sites if agencies are able to schedule them.
- Thus 400 sites are fully operational and 212 are ready for a swing and we have approximately 40 scheduled to swing this week.
- For all other customer groups, for all intents and purposes when they are installed, the customer is using them and they are fully operational.
- Sites left to convert
- State agencies and video installations started last October so more of them are converted than other groups. Every site has had a place on the schedule since last October and they are worked very much in that order. We do not significantly change dates but some changes do happen. We try to clearly inform the customer and AT&T has a very high rate, 97% of installing on the promised date.
- Tech colleges asked to go at the end as did the UW system.
- For the most part libraries and K/12 Internet transport installations started January 1.
- April and May are very heavy installation months on the schedule.
- Following the current installation schedule will complete the project on time.
- State agencies are asked to increase the number of swings scheduled if they have the resources to do that. We are doing 35 to 40 a week and scheduling 50 at minimum would allow us to finish with a slight buffer prior to July 25 the date the last agency circuit should swing.
- DOA has a number of technicians that can help do swings but they are allocated on a first come first serve basis. Sheila Roznos and Rick Krajewski coordinate the use of those techs.
- The agency swing process is working well. We have DOA techs doing pre-swing tests and if they find a problem it is fixed.
- We are revisiting multi-tenant state sites checking IW, port assignments, power, port markings and cabling to improve swing results; and it is working.
- We will invite all K/12 data line customer who have an install in the next 30 days to join in on a conference call to tell them what needs to be done and answer questions. They will also get an individual call as has been the practice.
- ISPs get a weekly updated install list for the next week the Wednesday prior. They also have a long term target date schedule for general resource planning.

- Each library system and video network has a meeting prior to starting to convert their network.
- We have had some problems with private college conversions so now a more extensive conference call will be held with them at least 2 weeks prior to the conversion. Sometimes they need a different router.
- Each Tech College System will have a pre-install conference like libraries and video networks.
- Expected completion date
- The majority of agency services will be installed by June 30th and the last install is July 17th.
- The last authorized user installation is August 18th.
- AT&T will finish the project on time relative to the above dates and these dates were forecasted since last October after the pilot when we published the current schedule.
- We need to shut down the BadgerNet legacy data network as soon as possible, most likely early August because it is old and the rate of troubles is increasing on that network.

General issues:

- We are revisiting the issue of having to reboot video codecs. This has been escalated to Polycom executive management.
- We are using the daily conference calls with AT&T to discuss network operations and discuss procedure improvements. This is a good thing because less time is required to discuss conversion problems.
- We had some state sites down over night and determined some of the vendor spare part depots had to be repositioned to get spares to sites to meet contractual requirements for out of service instances. AT&T is currently repositioning spares and is providing us with their depot locations based on travel time to any location.
- We are reviewing the NOC (Norlight) proactive monitoring system and requiring reports.
- We are reviewing and discussing the NOC trouble shooting and testing procedures to expedite the process and be able to give callers who want to stay on the line preliminary detailed test results.
- We are developing a procedure to test for packet loss and establish what the parameters should be.
- We have developed the formulas with AT&T to test for throughput and overhead; this continues to be a work in progress.
- When ordering bandwidth customers need to consider industry standards for overhead are included, for example, and this is not the exact amount, a 100 MBPS service may provide 96MBPS for useable bandwidth, there is some overhead.
- The portal has been segmented by user now so customers can see only their service; more modifications are being considered for the portal but will not be implemented until we finish the conversion.
- We have been doing some trouble shooting on applications authorized users are implementing on the WAN service. Some cases have been associated with QOS markings on high priority not latency sensitive service and packet loss on Internet transport. In some cases, the trouble is associated with a wrong setting on customer equipment; in some cases we may make a modification to BCN. We are learning about things that need to be done on both sides of the equation.
- Overall the project is going well. We look forward to completing the conversion because then all resources can be devoted to daily operations of the network and

developing the new network to maximum potential as well as implementation of new customer applications.

Thank You

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