

## June 7, 2006 WCNI BCN Project Management Update

### Sites Installed to Date:

1,492

### Percent Fully Operational:

- Sites converted or migrated to BCN production service are 100% operational.
- No production site has gone back to the legacy network for an extended period.
- 100 % of sites YTD successfully converted.
- Three sites reverted back early in the conversion process due to duplex mismatch settings and two sites for MTU size settings that established a BCN standard setting.

### Sites Left to Install:

- 492 or 24. %, the majority are authorized users.
- Technical Colleges and University of Wisconsin Campuses are scheduled in the last phase by request.

### Current Rate of Installation:

- 55 sites per week.
- Agencies are following closely behind AT&T in converting to BCN ready sites.
  - We wish to thank everyone involved for the significant effort.
- Coordination of all authorized user customers sites is an AT&T contract responsibility.
  - We wish to thank all customers, their ISP(s) who play a significant part insuring ISP service is continuous and AT&T for doing an excellent job.
- The conversion of schools, libraries, private colleges and universities progresses well, on schedule.
- DPI has done a tremendous job helping coordinate BCN meetings and information with library systems.
- DOA and DPI implemented a router loan program for libraries needing new routers for BCN.
- The process of scheduling all the different people to install and migrate 2,000 customer orders is a massive task by itself and it has been going well.
  - There is no way to avoid every potential problem but they are minimal.
  - Situations where customers are not ready or a Telco problem arises on installation day are few.

- When encountered they are rescheduled for "catch-up Fridays" per the initial conversion contingency plan.

Expected Completion Date:

- 88.61% of the total orders are installed.
- If the BCN project were a horse race the horses would be coming out of the final turn heading for the home stretch...
- There is no change in the project completion timeline announced since last October and a very slight change to the date announced March 2004.
- Between 7/1 and 7/18 the last 23 state agency sites will be installed.
- The majority of the UW sites will install between 7/12-7/25 with the last scheduled for 7/31.
- The last video sites install in August.
- Dates for orders for new service not associated with the conversion appear on the schedule.
- GLITC has finalized the design and ordered their WAN and video service for the Tribal Nations.
- The BadgerNet legacy data switches are a challenge for DOA engineers to maintain.
  - Last week we encountered a lengthy outage.
  - State agencies will not need the legacy infrastructure as of early August for day to day operations.

Items of Interest:

- AT&T has started billing BCN customers. (TEACH customers are billed annually by TEACH, there is no change here). The transition billing process for state agencies is very complex.
  - The DOA legacy bill process stops billing on the day the AT&T service is installed.
  - AT&T billing starts the day the service is installed.
  - The DOA legacy bill reflects very complex credits based upon promised install dates made last August.
  - Billing for thousands of services being disconnected and thousands of new services starting is a moving target.
  - We have to use a standard for stopping legacy billing and starting AT&T billing therefore there are no exceptions based upon any special circumstances.

- Questions and inquiries take about a week to two weeks to review and respond to.
- Your patience and cooperation are appreciated.
- We thank all the customer billing people, DOA accounting, DOA data base management people and AT&T staff for the extensive work associated with transition billing and the new billing service.
- Customer billing people were trained on the AT&T E-Bat web portal billing service.
- In two weeks AT&T and DOA will meet with ICS to finalize the process for BCN WAN customers to connect customer managed IP video applications via the 20 MBPS WAN circuit DOA provides for ICS connectivity.
- The three (video) MCUs provided by BCN will be scheduled through a centralized scheduler.
  - DOA will maintain scheduling authority over the three MCUs.
  - State agencies are developing video applications which will eventually MCU support.
  - The BCN video network and MCUs is a significant communication asset for Home Land Security.
- Solar Winds, the network monitoring tool at the Norlight Network Management Center was audited and is operational. DOA engineers have CE read only access to the system.
- DOA, Cisco, UW System (BCN Project Psnl.) and AT&T engineers have agreed upon a process to measure packet loss.
  - AT&T donated equipment is being installed and implementation and testing discussion are proceeding.
  - Having a test procedure does not mean we have a packet loss problem.
  - This is a tool to use to insure expectations are met and if a problem arises deal with it.
- Many people reading this update have been through previous state network conversions. This is a highly visible and much discussed project. This network supports 7 major customer groups with different needs and wants. Following are customer comments.
  - This is a new network, we expected some problems but it is really working quite well.
  - Some problems take to long to fix but the NOC has made significant improvement from the beginning.

- The WAN service (which is the only service agencies use) is very reliable.
- This is a new network and everyone has to learn to understand how it works on our side and the vendor side.
- Video customers are very satisfied with the video service.
  - Some of the classroom equipment owned by the customers is almost 10 years old and has not transitioned well.
  - You can see the NOC has a much better understanding of educational video system management when we call in troubles.
- Libraries don't see a lot of change from what they use to but that is because they had system wide WANS comprised of Frame Relay in the past all homed to their system headquarters therefore, this is a good thing.
  - Some libraries would like more bandwidth because in some cases they went from 1.5MPPS to 756 KBPS.
  - Some libraries would like schools to use WAN service to connect to them.
  - This can be done by setting up BCN-VPNs
- A number of K12 schools are indicating they wish to create VPNs between schools
- Repair Service and Repair Stats:
  - We know that users and the committee are interested in seeing statistics and information.
  - We have elaborate looking reports but they would be difficult to understand for people who do not review them every day and are not use to relating the number of tickets to the total number of services.
  - What is different from the old reporting process to the new is that more information is gathered.
  - Video and data troubles are gathered in a central location and managed by a single source, everything is captured.
  - The DOA Service Manager plans to consolidate the information and put it in an understandable format in the near future for your review.
  - The reports and our experience show overall we have an acceptable trouble rate.

#### General State of the BCN Project:

- The size of this project ranks very high nationally and likely world wide.
  - 2,000 customer orders, 4,000 new services and transitioning customers from other old network to the new one.

- Most people not associated with the project are in awe of the numbers.
- Mission critical government and education applications are converted successfully every day.
- These services can not be down and we have kept outages to absolute controlled minimums.
- This project is being implemented with limited resources on all customer sides and without the employ of outside consultants.
- We are managing BCN under production network procedures, not conversion.
- Focusing on operational process and procedure is ongoing.
- Everyone involved is learning new things about this service.
- New terminology is used to just report a trouble.
  - For example when the state EMC calls the BCN-NMC and and report our agency customer is down hard that clearly defines the issue up front and the repair process functions properly because the issue is clearly defined.
- When the conversion is completed all DOA and vendor resources committed to managing BCN will be focused completely on managing all aspects of BCN. Today the resources are split and that is a fact we have to live with. We appreciate peoples understanding and patience but this does not mean we don't focus completely on service effecting problems. It does mean that we have to prioritize things and put them in the proper perspective. We are all looking forward to completing the conversion so that we can begin to maximize the power of the network, develop new applications, insure customer satisfaction which is paramount and start planning for the future.
- State agencies wishing to open a service request for new service or changes should contact their CSM otherwise send an email to [DOADETBINNPAMProvisioningonly@wisconsin.gov](mailto:DOADETBINNPAMProvisioningonly@wisconsin.gov)
  - New Service please provide. Site Name. Site Contact, Site Street Address, Site Specific Location (i.e. floor, building number) Site City, Service (WAN, Video) for WAN amount of bandwidth.
  - In the case of a move provide to and from address.

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