

BCN Advisory Council
Regular Meeting, September 27, 2007
Minutes

Attendees:

Greg Barniskis (South Central Library System), Bob Bocher (DPI), Randy Coorough (WCTC), Barry Golden (DPI), Tim Herbert (DET), Jay Jaeger (DOT), Ed Meachen (UW), Mike Mietz (DOA DET), Elena Pokot (UW), Jamie Poindexter (UW Extension ICS), Matt Rains (DOJ), Tim Schell (K12), Joan Wade (CESA)

Larry Bader (AT&T), Tom Taibl (AT&T)

BCN Operational

- Norlight NMC Update (See document “DRAFT BCN Service Analysis for August 2007” provided by Mike Mietz)
 - Service remains very good; no noticeable change has been noted resulting from the transition in ownership.
 - SLAs continue to be met and surpassed.
 - August was difficult due to weather.
 - Over ½ of tickets are opened proactively, rather than after a customer call.
 - Twelve categories of events have been reported on (see
 - Redundancy & Backup links have been tested
 - There was some discussion of WBAA “Outside Cable/Fiber” “Close Code”
 - There was a question whether any other distribution factors (geographic, by partner) have been identified that are significant? There did not seem to be at this time.
 - Apparently MCI / Verizon merger may be resulting in more issues than we would have originally expected. (e.g. Marathon County Special Education)

- Bandwidth Shaping (See document “Regulating Traffic Within The BadgerNet Converged Network” provided by Mike Mietz)
 - This was apparently largely an issue at some state agency locations.
 - During migration, policing was intentionally deferred
 - GigaMadMAN had evolved separately, and before BCN migration. GigaMadMAN has a lot of bandwidth.
 - Sometimes GigaMadMAN can outstrip destinations if they are on BCN.
 - DET and AT&T looked at the agency circuits; have about 80 left that are exceeding CIR (committed information rates), and so some work has to

happen before policing can be enabled – the others have had policing enabled.

- Some of those 80 are off-hours spikes. A few may need more bandwidth.
- Library / K12 Update / Customer “Migration” away from BCN
 - Lack of State budget remains a concern, but hopefully more flexibility in TEACH funds will exist once that occurs.
 - Some organizations have not had enough bandwidth from “Day 1” after migration. Some are blending other services with BCN: Cable, DSL, etc.
 - Having multiple technologies, carriers and/or paths creates issues of support, especially with limited staffing available in some of these organizations.
 - A subsidy is necessary in order for rates to be competitive with commercial services available to these organizations, especially in urban areas.
 - There continues to be a question with respect to Federal ERate and VoIP.
 - (FYI, DOA is negotiating a VoIP contract; but institutions may not be able to get there via BCN depending on restrictions).
 - The group discussed the principle that we should have ERate and TEACH aligned from a VoIP restriction standpoint.
 - It is getting frustrating to not get this resolved.
 - There is a desire to have this resolved before it becomes a “real dollars” issue.
 - Organizations can acquire BCN service without DOA service and get ERate discount (but not TEACH subsidy).
 - Bandwidth needs have increased quite a bit over the past two years because of the increase in video, sharing sites (“Web 2.0”), Wisconsin EYE, 211, etc.
- Oskar Anderson hopes / expects to become more involved as things settle down

Futures – Planning for the “next” network

- It takes maybe 3 years to go thru a process like the one completed last year.
- How do we develop a vision?
 - Do we need as broad an input sweep as BadgerNet 2, or are we looking more at refinements rather than dramatic change (and therefore a smaller visioning process)
 - The current business model and lack of subsidies for current network does not serve UW well.
 - Do we need to consider a different business model?
 - If we cannot do that, then UW may need to look at other kinds of alternatives.

- UW also has separate 10Gb research network.
 - Maybe a different kind of partnership with AT&T and other providers might be possible?
 - Wording of Universal Service budget line limits ability to use it (no subsidies).
 - UW also has relatively large bandwidth requirements.
 - Issues are with business model, cost vs. bandwidth – not with operational matters (“how the network is run”)
 - Transport costs are now a very small portion of their (UW’s) total. Costs are tolerable now, but may start becoming a problem, especially when compared to alternatives.
 - Tail circuits are instances where partnership is likely to need to continue.
- Hopefully it is early enough to start looking at other business models.
- It is hard to change business model if we look at things that will need significant additional capitalization.
- Hybrid models may need to be explored.
- Are there things that can be done to “restructure” under the existing contract to help? This is important because if the imbalance continues, that may lead to a more drastic change needed in the next network.
- What are the drivers for the partnership between state government and UW?

- What issues might exist with VoIP?

- Bandwidth projection growth rates. There was a reference made to a report by Grieves and Associates report. The assumptions and projections predict a future with more video, more Internet applications, hosted services, etc.

- How do we partner with DOA to develop the design and acquisition process?

- What might we do about wireless access?
 - Satellite? Tower? Broadband cellular?
 - How would it work with the present service model, or some alternative service model?
 - Could that give us more flexibility in business model?

- Current gaps and future gaps?
 - Some were discussed above.

- Perhaps set up a working group?

- Involvement – stakeholders:

- Those who benefit from postalized environment as well as those who really don't benefit very much.
 - Need to involve rural areas.
 - Who do we involve from DOA? (That question would go to the state CIO, Oskar Anderson).
 - Who assesses feasibility?
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- Action: Joan Wade, Ed Meachen, Jay Jaeger to meet with Oskar Anderson.

December Meeting – Elections

- December 13
- Nominations for Exec Committee Members.
- Barry Golden announced that this was to be his last meeting.
- Jamie Poindexter will look into the next calendar year.
- Jay Jaeger will propose “likely” calendar dates for discussion at the next meeting.