

IOT Network Management - 2023

Who We Are:

A 13-member team that manages the statewide data for the Executive Branch, Judicial Branch, Attorney General, Treasurer, Auditor, Secretary of State and Department of Education.

Our Mission: Maintain and maximize network connectivity.

Department: 493011

Manager: John Stipe

What We Do:

The team supports data network connectivity adds/moves/changes, which includes management of more than 4,000 network devices at more than 1,000 sites. The team also supports remote access through VPN and wireless LAN access through more than 2,900 wireless access points statewide.

Our Products:

1155 Network Services

Our Tools:

ASM	Ticket Management and SLA Measurement
Cisco Identity Services Engine	Authorization, Identification & Accounting of Network Attached and Remotely Connected Devices and Users
Cisco Prime Infrastructure	Wireless Network Management
Cisco Smart Services Conn	Cisco Inventory and Support Management
Cisco Firepower Mgt Console	Next-Gen Firewall Management
MS Azure Active Auth	2-Factor Authentication
QRadar	Syslog Management
Solarwinds NMS	Network Mgt, Alert Mgt\Outage notification, Perf 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
VPN Availability	99.9%+ G; 97.9%+ Y; <97.9% R

Our Customers:

Executive Branch, Attorney General, Treasurer, Auditor, Secretary of State and Department of Education.

Our Budget: \$6.8 million

Recent Major Accomplishments:

- Upgraded ASA firewalls at DR and Lifeline to NGFWs
- Upgraded WAN Edge routers

Current Projects:

- Deploying device authentication for wired network connections using ISE and MobileIron
- Continue Upgrading ASA firewall to NGFWs