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:
vFire  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 Management 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, Judicial Branch, Attorney General, Treasurer, Auditor, Secretary of State and Department of Education.

Our Budget:  $6.8 million

Recent Major Accomplishments:
• Upgraded IGC campus core network devices with new hardware
• Upgrade Cisco Identity Services to new hardware and version
• Upgrade Wireless LAN Controller and firewall
• Continued support for VaaS implementation as necessary
• Upgrade WAN Edge routers

Current Projects:
• Deploying device authentication for wired network connections using ISE and MobileIron
• Upgrade ASA firewall to NGFWs
• Upgrade Internet Edge Routers
• Implement SSO using Azure AD for VPN