

IOT Network Management - 2021

Who We Are:

A 16-member team that manages the statewide data and mobile network for the Executive Branch, Judicial Branch, Attorney General, Treasurer, Auditor, Secretary of State and Department of Education.

Our Mission: Maintain and maximize network and mobile connectivity.

Department: 493011

Manager: John Stipe

What We Do:

The team supports data and mobile network connectivity adds/moves/changes, which includes management of more than 4,000 network devices at more than 1,000 sites and over 14,000 mobile network devices. The team also supports remote access through VPN and wireless LAN access through more than 2,400 wireless access points statewide.

Our Products:

1117	Cellular Phone Services
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
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.
Verizon MyBiz	Verizon Cellular Service Order Management

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 distribution network devices with new hardware
- Upgrade VPN hardware to increase performance and capacity
- Continued support for VaaS implementation as necessary

Current Projects:

- Deploying device authentication for wired network connections using ISE and MobileIron
- Upgrading WiFi Control Infrastructure
- Upgrading WAN core infrastructure to new hardware
- Upgrading IGC campus core network devices to new hardware
- Upgrade ASA firewall to NGFWs