

# BadgerNet Converged Network (BCN)

BadgerNet Converged Network (BCN) provides a flexible high capacity network for data and video service for the transportation of electronic information across the State in an efficient and cost effective manner.

## Customer Site (Access Layer)

- ✓ Available at any location in Wisconsin
- ✓ Postalized pricing
- ✓ Guaranteed bandwidth
- ✓ Scalable bandwidth from 256 Kbps to 1 Gbps
- ✓ Private IP MPLS/VPN network – separated by customer
- ✓ Ability to set Quality of Service for latency sensitive applications
- ✓ Triage site changes (moves, adds and changes)
- ✓ Customized individual monthly invoicing
- ✓ One year commitment – per site
- ✓ 7x24 Network Management Center (NMC or help desk)
  - Monitoring
  - Proactive troubleshooting
  - Problem management and customer notification
  - Technical support
  - Notification of all outages (planned and unplanned)
- ✓ For all State Agency Sites, DET provides the following *additional* services
  - 7x24 Enterprise Service Desk (ESD or help desk)
  - Site router/switch management
  - Technical support
  - Agency network planning and consultation

## Network Infrastructure (Core and Aggregation Layer)

- ✓ Private
- ✓ Secure
- ✓ Redundant
- ✓ Diversified
- ✓ Preventive maintenance
- ✓ Equipment and bandwidth upgrades and enhancements are included
- ✓ Predictable routing

## Video Services

- ✓ Scheduling Office
- ✓ Video Bridging Service
- ✓ Triage video site changes (moves, adds and changes)

## **Network Availability Service Level**

Note: Definitions and calculation/formulas are available upon request.

- ✓ Core Layer - 99.999% (25 seconds per month)
- ✓ Aggregation Layer - 99.99% (5 minutes per month)
- ✓ Access Layer - 99.5% (3.6 hours per month)
- ✓ Notification of planned upgrades and maintenance – at least 10 business days
- ✓ Notification of unplanned upgrades and maintenance – expeditious communication
- ✓ Maintenance window – 4am-9am Sunday morning
  - If maintenance is requested outside of this time frame, it is negotiated with affected customers.
  - Based on business need, customer can request no changes be completed during a specific time frame. For example, DNR requests no changes during the deer hunting season.
- ✓ Monthly review and remedies

## **Service Order Processing and Installation Service Level**

- ✓ Receipt of pricing proposal – 15 business days
- ✓ Confirmation of order receipt – 1 business day
- ✓ Confirmation of due date – 10 business days
- ✓ Order completion – 45 business days
- ✓ Order completion for something that can be implemented remotely – 10 business days
- ✓ Video order completion – 60 business days
- ✓ Monthly review and remedies

## **Problem Response and Repair Service Level**

- ✓ MTTR customer site restoration – less than 8 hours
- ✓ Arrival at customer site after dispatch is determined – within 4 hours coordinated with customer during business hours (M-F 8x5)
- ✓ Critical (optional, \$25 per month per site)
  - Dispatch 24x7
  - Remote problem determination 24x7
  - Telco technician will arrive on-site within 2 hours after dispatch
- ✓ Problem status
  - Begin diagnosis - within 30 minutes
  - Diagnose and determine next step - within 1 hour
  - Update the problem log - hourly
  - MTTR for all problems - less than 8 hours
- ✓ Problem status updates for critical customer site – every 2 hours
- ✓ Monthly review and remedies