

WCNI_BadgerNet_Update
March_11,_2005

1. Background / Expectations
 - a. Contract negotiations
 - i. Typical period 6 months to a year
 - ii. Accomplished in 4 months
 - a. March 2, 2005 Contract signed
 - i. March 3rd BadgerNet Conversion Website Online at www.doa.state.wi.us/badgernet
 - ii. BadgerNet rates posted for all customers
2. Conversion Process
 - a. Contract signed for 6 business days.
 - b. Held two extensive meetings with vendor
 - i. Vendor has 50 professionals assigned to conversion process
 - ii. Seven functional groups
 - iii. Formulating all service delivery and support processes
 - c. DET customers – 6 major groups
 - d. Scheduled Kick Off Meetings (Being established with contacts)
 - i. WADEN 29 March
 - ii. Libraries 31 March
 - iii. Technical Colleges 5 April
 - iv. State agencies April 11 or the 13th (to be determined)
 - v. UW System 12 April Heidel House, Green Lake
 - vi. WAICU 14 April
 - e. Anticipate meeting with CESAS
 - f. TEACH Information Package releases 10 March
3. Communication Plan-Gathering Order Information
 - a. May is initial service order target
 - b. Each customer group is unique
 - i. Have specific needs, concerns, funding issues
 - ii. We essentially need to communicate six plus plans
 - c. Will work with individual customers after kickoff
4. Customer Conversion Planning Guides
 - a. Identifies DET, vendor and customer responsibilities
 - b. Spreadsheets identify current service
 - i. Your contact person
 - ii. Solicitation bandwidth request
 - iii. Asks you to verify bandwidth/ service to be ordered
 - iv. Billing information
 - v. Asks times you cannot cut
 - vi. When you would like to cut
 - vii. Asks if you need dual service for possibly week/month
 - viii. Asks if you want two-hour response/dispatch
 - ix. Populated as much information for you as possible
 - c. Identifies what happens prior to installation

- i. What happens day of installation
 - ii. Describes the actual data service installation
 - iii. Describes the actual video service installation
 - iv. Identifies HVAC, power and 4x4 plywood requirements
 - v. You will know who needs to be where when
- 5. Timelines (dates are still tentative)
 - a. Core installed July 5th
 - b. Aggregation nodes installed July 12th
 - c. Acceptance Pilot, Video and Data, Late July through August
 - i. Have identified number of pilot sites
 - ii. Need to firm up UW pilot sites.
 - d. Following successful pilot start conversion
 - i. Conversion should start in September
 - ii. 7 to 14 data sites a day
 - iii. Approximately 30 video sites/month
 - iv. Conversion customer timeline will be published
 - v. Review status on vendor portal
 - vi. Speed of conversion may vary
- 6. Summary
 - a. Still in very early communication stage
 - b. There are many questions
 - c. FAQ site high daily volume
 - d. TEACH customers have many questions about TEACH
 - i. Pending budget language for e-rate for extra lines
 - e. Expectations are high
 - f. Tension is high
 - g. We expect to meet your needs
 - i. Only ask you for what we need
 - ii. Be efficient as possible
 - iii. Communicate clearly
 - iv. Ask that you meet your timelines
 - v. When in doubt, ask questions