



Service Description

The Department of Administration (DOA) / Division of Enterprise Technology (DET), offers network services to support the State of Wisconsin's broadband needs. BadgerNet options are affordable, scalable, accessible, and secure.

Broadband connectivity service options are available to meet the increasing demands of government, education, healthcare, and public and private partnerships. These include WAN with QoS, WAN without QoS, and Broadband Internet Connectivity services.

Ethernet Carrier Service is included and only available if the site is serviced by AT&T in [Regions 3, 4, 5, 8, and 9](#).

One-time construction costs may be assessed if fiber is installed at a site. The customer will receive and must approve a quote before construction may begin.

A twelve (12) month minimum commitment is required for any circuit, or termination penalty will apply, which will be calculated at 50% of the price over the remaining Term. **Submission of Service Request implies location of delivered services is authorized to do so. Requesting entity is liable for all financial terms associated with request upon service delivery.**

As technology evolves, DET strives to align services with the lifecycle of the contract and industry best practices.

BADGERNET SERVICE OFFERINGS

BadgerNet is comprised of a group of Service Providers that provide and operate the service offerings with AT&T as the Managed Service Provider (MSP). The MSP is the single point of contact and responsible for BadgerNet including all administrative services, network access and bandwidth for all customers as well as managing the activities, roles and assignments of the Service Providers engaged by the MSP to deliver all BadgerNet services.

Agency customers which are co-located in facilities serviced by BadgerNet connectivity are eligible for multi-tenant status, sharing Broadband connectivity and site BadgerNet equipment assets until customer demarcation on the LAN port of the MRS router. Provisioning configurations are coordinated by DET LAN/WAN teams, and further reference to service details provided under the Wide Area Network, Quality of Service, Service Offering Definition (WAN QOS SOD).

High speed broadband services will be delivered to any location in Wisconsin over the BadgerNet network which is designed to maximize public and private service delivery with significant cost savings to the state.

INTERNET SERVICE PROVIDER CONNECTIVITY

Internet Service Provider (ISP) connectivity is service not managed by the MSP. It has limited bandwidth availability and varies by geographical location within Wisconsin. Contact DOADETBadgerNet@wisconsin.gov for additional information on this service offering.

SERVICE AVAILABILITY

Customer Resiliency/Diverse transport connectivity is offered by DOA/DET. Customers which have such a requirement should contact DOADETBadgerNet@wisconsin.gov for assistance in defining requirement scope prior to submission of formal Service Request.

What Is Included

BADGERNET SERVICE OFFERINGS

WAN with Quality of Service (QoS) (Category A)

- Availability to any location in the State of Wisconsin
- Symmetrical service—data is sent and received at equal bandwidth rates
- Wide Area Network (WAN) with Service Level Agreement (SLA) requirements
- Six bandwidth options: 6 Mbps, 10 Mbps, 20 Mbps, 50 Mbps, 100 Mbps, 1 Gbps

WAN without QoS (Category B)

- Availability to any location in the State of Wisconsin
- Symmetrical service—data is sent and received at equal bandwidth rates
- Best effort WAN (Wide Area Network) with nominal Service Level Agreement (SLA) requirements
- Six bandwidth options: 6 Mbps, 10 Mbps, 20 Mbps, 50 Mbps, 100 Mbps, 1 Gbps

Broadband Internet (Category C)

Category C Asymmetrical Service

- Send and receive data at unequal bandwidth rates with more bandwidth available for download/receive than for upload/send
- ISP portal and transport provided by the same vendor
- Managed service with one number to call for availability and options

- Managed internet service provider takes care of the order and implementation process as well as service management
- Note: Bandwidth options vary by provider
- This is a best effort service offering and include no Service Level Agreements (SLAs)

Ethernet Services (Category D)

- Symmetrical service—data is sent and received at equal bandwidth rates
- Ethernet Service with SLA requirements
- Private WAN service plus QoS with no connection to BadgerNet
Three bandwidth options: 10 Mbps, 100 Mbps, 1 Gbps

INTERNET SERVICE PROVIDER OFFERINGS

Asymmetrical Service

- Send and receive data at unequal bandwidth rates with more bandwidth available for download/receive than for upload/send
- ISP portal and transport provided by the same vendor
- Managed service with one number to call for Service Desk Support
- Note: Bandwidth options vary by provider
- This is a best effort service offering and include no Service Level Agreements (SLAs)

What Is Not Included

- DET Managed Router Services (MRS) for customers that subscribe to DET services.
- Service beyond limited coverage areas for Category C ISP Service.
- Broadband [SLA](#)'s do not extend beyond interface to the internet. Any services routing via the internet are subject to drop during an emergency or any capacity limitation outside BadgerNet Categories A and D.
- Internet Service Provider access services are not included by default. This access must be requested in addition to BadgerNet Broadband connectivity &/or MRS services.

Business Continuity

Continuity connectivity may be provided via BadgerNet services. Collaborate with DET to determine if options are available to align with customers Continuity of Operation (COOP) / Disaster Recovery (DR) Plans.

Benefits

BadgerNet benefits the State of Wisconsin Enterprise as well as State Agencies, [authorized users](#), and Technology for Educational Achievement ([TEACH](#)) by providing customers with broadband and video services, via an enterprise managed contract. Communication and tools are provided to all customers, so they may better consider what service option meets their needs for:

- Bandwidth
- Reliable service and speed
- Security
- Cost savings

Performance Metrics (Monitoring/Alerting/Reporting)

BADGERNET SERVICE OFFERINGS

BadgerNet follows the [ITIL](#) business model with regards to tracking Performance Metrics.

The connectivity for BadgerNet is monitored by the MSP, 24/7/365. Automated tools monitor for pre-set thresholds for optimal performance. These may or may not be visible by the consumers of BadgerNet connectivity.

State Agency customers of the broadband connectivity service may also initiate a trouble ticket by either contacting the ESD Service Desk or creating a ticket in [Cherwell](#). Requests to escalate your ticket begin with the ESD Service Desk as well.

Non-agency customers initiate trouble tickets with the WIN Service Desk. Requests to escalate the tickets begin with the WIN Service Desk.

State Agencies, or any Authorized User which also has a DOA/DET Managed Router (which is in addition to BadgerNet equipment), will have 24/7/365 monitoring and support on this layer of services, which interface directly with BadgerNet Broadband connectivity.

INTERNET SERVICE PROVIDER CONNECTIVITY

Customers with ISP broadband connectivity will not have automated monitoring services, with direct oversight by DOA on performance metrics. Customer must initiate trouble tickets with their respective Service Providers Service Desk. However, DOA will support escalation of customer tickets for service restoration, performance assessments, and root cause analysis.

There are no SLA's associated with ISP Connectivity.

How Services are Charged

Agency and Authorized User customers will receive an invoice from AT&T for the BadgerNet service(s) installed at a site, for single tenant sites. TEACH customers will receive an invoice from AT&T only if they subscribe to ISP services provided under the BadgerNet contract.

Agency and Authorized User customers with BadgerNet services will also receive an invoice from DOA/DET for Managed Service Provider fees. Any additional DET service [fees](#), such as Managed Router Services (MRS), and Multi-tenant site (Shared) connectivity, will be included on this same invoice. TEACH customers will receive invoice from DOA/DET TEACH Program for connectivity vetted through E-Rate.

BadgerNet rates are set by Public Services Commission (PSC) regions. Please see the [BadgerNet Rate Sheet](#) for rate information.

Access to a self-help BadgerNet Rate Calculator can be found [here](#).

How to Request Service

To initiate, change, or decommission BadgerNet Broadband connectivity, customers must generate a Service Request via the **ESD Service Desk**.

If this is service to a new location, depending upon the locations and the level of service, customers should factor in 45-120 days for service delivery of Category A, B, & D. Category C will vary by geographical region and is dependent upon whether existing infrastructure can support the requested services.

Depending upon the type of consumer requesting services, (Agency, Authorized User, or TEACH) there will be a form with minimum information required to proceed with accepting the Service Request for implementation. Please contact DOADETBadgerNet@wisconsin.gov for assistance.

References

Region 1	Nine (9) counties: Ashland, Bayfield, Burnett, Douglas, Iron, Price, Sawyer, Taylor, Washburn
Region 2	Five (5) counties: Forest, Langlade, Lincoln, Oneida, Vilas
Region 3	Ten (10) counties: Barron, Chippewa, Clark, Dunn, Eau Claire, Pepin, Pierce, Polk, Rusk, Saint Croix
Region 4	Three (3) counties: Marathon, Portage, Wood

Region 5	Eighteen (18) counties: Brown, Calumet, Door, Florence, Fond du Lac, Green Lake, Kewaunee, Manitowoc, Marinette, Marquette, Menominee, Oconto, Outagamie, Shawano, Sheboygan, Waupaca, Waushara, Winnebago
Region 6	Eight (8) counties: Adams, Buffalo, Jackson, Juneau, La Crosse, Monroe, Trempealeau, Vernon
Region 7	Five (5) counties: Crawford, Grant, Iowa, Lafayette, Richland
Region 8	Seven (7) counties: Columbia, Dane, Dodge, Green, Jefferson, Rock, Sauk
Region 9	Seven (7) counties: Kenosha, Milwaukee, Ozaukee, Racine, Walworth, Washington, Waukesha

Table 1

ESD Service Desk

608-264-9383 ESDHelp@wisconsin.gov
[Cherwell](#) Self Service Portal (must have account)

WIN Service Desk

1.855.457.9273 | support@wins.net

ITIL is a framework of best practices of delivering IT services. The State of Wisconsin applies these industry best practices in Life Cycle Management of Service Delivery. Under Service Operations, BadgerNet services are monitored 24/7/365, with oversight on Performance Metrics. Following the ITIL business model, customers can expect proactive service support, and trending analysis for continual process improvement. Customers also can initiate an investigation into performance issues they experience.

Service Offering Review

The Service Offering Definition (SOD) and Rate Sheet will be reviewed annually to determine if any modifications are required.

Document Revision History

Date	Version	Creator	Notes
9/1/16	1.0	Christina Cowling	Initial Draft
9/20/2016	2.0	Christina Cowling	Program updates
10/27/2016	3.0	Nan Linde	Program updates

Date	Version	Creator	Notes
9/6/2017	3.1	R. Haile	Draft version working toward 4.0 final. Reviewed with minor changes only. (Note: Any draft rows will not appear in revision box for final document.)
12/4/2017	3.2	Christina Cowling	Service Assurance updates
10/1/2018	3.3	Judy Gollaway	Document revision
11/5/2018	3.4	Judy Gollaway	Document revision
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