

A RIZONA D EPARTMENT O F A DMINISTRATION	<h1>STATEWIDE POLICY</h1>	 State of Arizona
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DRAFT P7100 - NETWORK OPERATIONS POLICY

DOCUMENT NUMBER:	P7100
EFFECTIVE DATE:	MARCH 24, 2023
VERSION:	3.0

1. **AUTHORITY**

To effectuate the mission and purposes of the Arizona Department of Administration (the Department”), the Department shall maintain a “coordinated statewide plan for information technology” implemented and maintained through policies, and “adopting statewide technical and, coordination standards” as authorized by Arizona Revised Statute (A.R.S.) § 18-104 A.1.(a). The Department shall also “formulate policies, plans and programs to effectuate the government information technology purposes of the department” pursuant to A.R.S. § 18-104 A.13.

2. **PURPOSE**

The purpose of this policy is to define the State of Arizona’s strategy for providing a unified network for voice, video and data serving all budget units (BU) in accordance with A.R.S. § 41-712.

3. **SCOPE/EXCEPTIONS**

- 3.1. This policy applies to all Budget Units (as defined in A.R.S. § 18-101) and IT integrations and/or data exchange with third parties that perform IT functions, activities or services for or on behalf of Budget Units. Applicability of this policy to third parties is governed by contractual agreements entered into between Budget Units and the third party/parties. In addition, PSPs for security technology are covered by Policy 8120: Information Security Program.
- 3.2. The Budget Unit Chief Executive Officer (CEO), working in conjunction with the Budget Unit Chief Information Officer (CIO), shall be responsible for ensuring the effective implementation of Statewide Information Technology Policies, Standards, and Procedures (PSPs) within each budget unit.

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4. ROLES AND RESPONSIBILITIES

- 4.1.** State Chief Information Officer (CIO) shall be ultimately responsible for the correct and thorough adoption of Statewide IT PSPs in all state BUs.
- 4.2.** The ADOA-ASET Director of Network Operations shall:
 - 4.2.1.** Be responsible for the development and implementation of statewide networking strategic plan and architecture for the Arizona Core Network, with the exclusion of agency dedicated and managed networks and/or independent proprietary networks.
 - 4.2.2.** Be responsible for complying with all federal, state, and local statutes, regulations, policies and standards;
 - 4.2.3.** Identify all stakeholders, be responsible for documenting their requirements and setting minimum service level objectives (SLO);
 - 4.2.4.** Be responsible for monitoring network performance and stakeholder satisfaction levels;
 - 4.2.5.** Be responsible for implementing appropriate corrective action when required; and
 - 4.2.6.** Be responsible for selecting and managing third-party service providers.
- 4.3.** BU Administrator shall:
 - 4.3.1.** Be responsible for providing requirements and feedback in a timely manner.
 - 4.3.2.** Complying with all terms of service.
 - 4.3.3.** Budget Unit Chief Information Officer (CIO) or his/her designee shall be responsible for ensuring that their BU effectively implements and adopts this policy to effectively manage and protect any and all BU internal networks and work through the Enterprise Infrastructure and Communications Department (EIC) for external networks and network connections.
 - 4.3.3.1.** Review and ensure that all such systems comply with state procurement rules, state network policies and standards, as well as state IT security policies and standards.

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5. Policy

- 5.1. In accordance with A.R.S. § 41-712, ADOA has established a telecommunications program office which shall be referred to herein as the Enterprise Infrastructure and Communications Department (EIC). The EIC shall provide governance and oversight to the contracted entity that supplies voice, video and data networks supporting all State BUs.
- 5.2. Each BU for all external telecommunication connections, where the BU is connecting outside of their internal networks, shall contract through the EIC for the BU’s telecommunications needs. This includes voice and data networks including any and all connections to the Internet.
 - 5.2.1. For internal networks the BU may use the EIC contracts as applicable and necessary.
- 5.3. Each BU shall be responsible for operation, maintenance, and security of their respective internal voice and data networks.
- 5.4. Each BU is responsible for their own Data Center Networks, Data and Applications. If the BU is not on the AZNET Voice platform, such as cellphones from a carrier, the BU is responsible for those devices and services.
- 5.5. Each BU in developing and maintaining any and all voice, video and data networks and services must comply with state procurement rules, state network policies and standards, as well as state IT security policies and standards.
- 5.6. BUs shall make payments for their use of telecommunications services provided by and through the Telecommunication Expense Management (TEM) Contracts, as determined by the EIC, based upon their use, including number of network seats, voice seats, and carriers.
- 5.7. EIC shall establish and manage steering and oversight committees for voice, video and network composed of key stakeholders. The committees shall review all plans, budgets and investments and will monitor performance and dissemination of information.
- 5.8. EIC shall select and manage third-party service providers in accordance with state procurement rules.
- 5.9. EIC shall work with the contracted entity to design and implement the state’s voice, video and data networks to comply with the state network policies and standards.

- 5.10. EIC shall develop capacity forecasts and monitor usage to ensure adequate resources are available to stakeholders.
- 5.11. EIC shall ensure that network redundancy for critical services is part of the Enterprise Network Architecture and implemented with automatic, timely failover features as specified within the scope of the AZNet contract for core systems; budget units can opt for redundancy at remote locations subject to terms and conditions of the AZNet contract.
- 5.12. EIC shall provide 24X7 incident management for stakeholders and monitor response times.
- 5.13. EIC shall develop and document the infrastructure and cabling requirements that meet the statewide network standards listed in S7100.

6. DEFINITIONS AND ABBREVIATIONS

Refer to the PSP Glossary of Terms located on the ADOA-ASET website.

7. REFERENCES

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- Arizona Revised Statutes (A.R.S.) § 18-104.8.2
 - Arizona Revised Statutes (A.R.S.) § 41-712

8. LINKS

None

9. VERSION HISTORY

Date	Change	Revision	Signature
2/15/2023	New version - Changed from Network Architecture Policy to	3.0	

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	Network Operations Policy		
10/31/2007	P700 Network Architecture Policy for Government Information Technology Agency (GITA)	2.0	Unknown