

AZNet II – Arizona Network

STEERING COMMITTEE

September 17, 2012



ASET

Arizona Strategic Enterprise Technology

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Agenda

- ❖ Opening Remarks – Gary Hensley
- ❖ Transition Update – Gary Hensley
- ❖ CenturyLink Update – Joan Carter/Rob Trevizo
- ❖ MACS - Joan Carter/Rob Trevizo
- ❖ Repairs – Joan Carter/Rob Trevizo
- ❖ Backlog Strategy – Joan Carter/Rob Trevizo
- ❖ Voice Architecture – Bob Fisher
- ❖ Network Architecture – Suzan Tasvibi
- ❖ Closing Remarks

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TRANSITION UPDATE

Transition Updates

- Remedy Ticket Updates
- Soft MACS – 8 Hours
- Hard MACS – 5 Business Days
- Repairs
- UM2K – Voice Mail
- Level 1 and Level 2 Service Desks
- Communications

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CENTURYLINK UPDATE

MAC Ticket Volume & Trends

MAC Tickets	Accenture	CenturyLink
	August 2011	August 2012
Tickets	No data	1497
Tasks / Activities	1940	3303

August 2012 MAC Ticket Details	8/1 to 8/31
Resolved	942
Cancelled	79
Backlog (8/31)	476

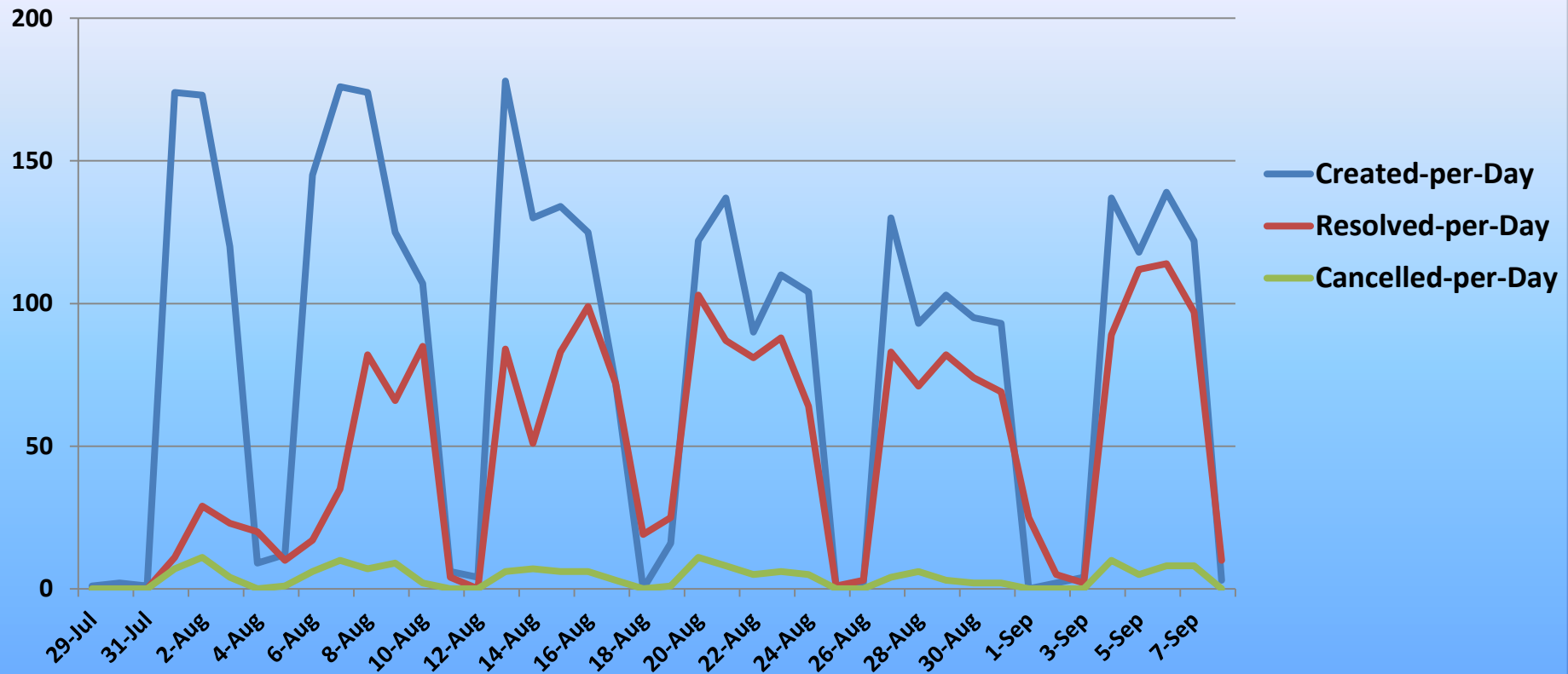
Repair Ticket Volume & Trends

Repair Tickets	Accenture	CenturyLink
	August 2011	August 2012
Sev1	0	19
Sev2	9	81
Sev3	613	1128

August 2012 Repair Ticket Details	8/1 to 8/31
Resolved	654
Cancelled	45
Child tickets of larger issue(s)	286
Backlog (8/31)	243

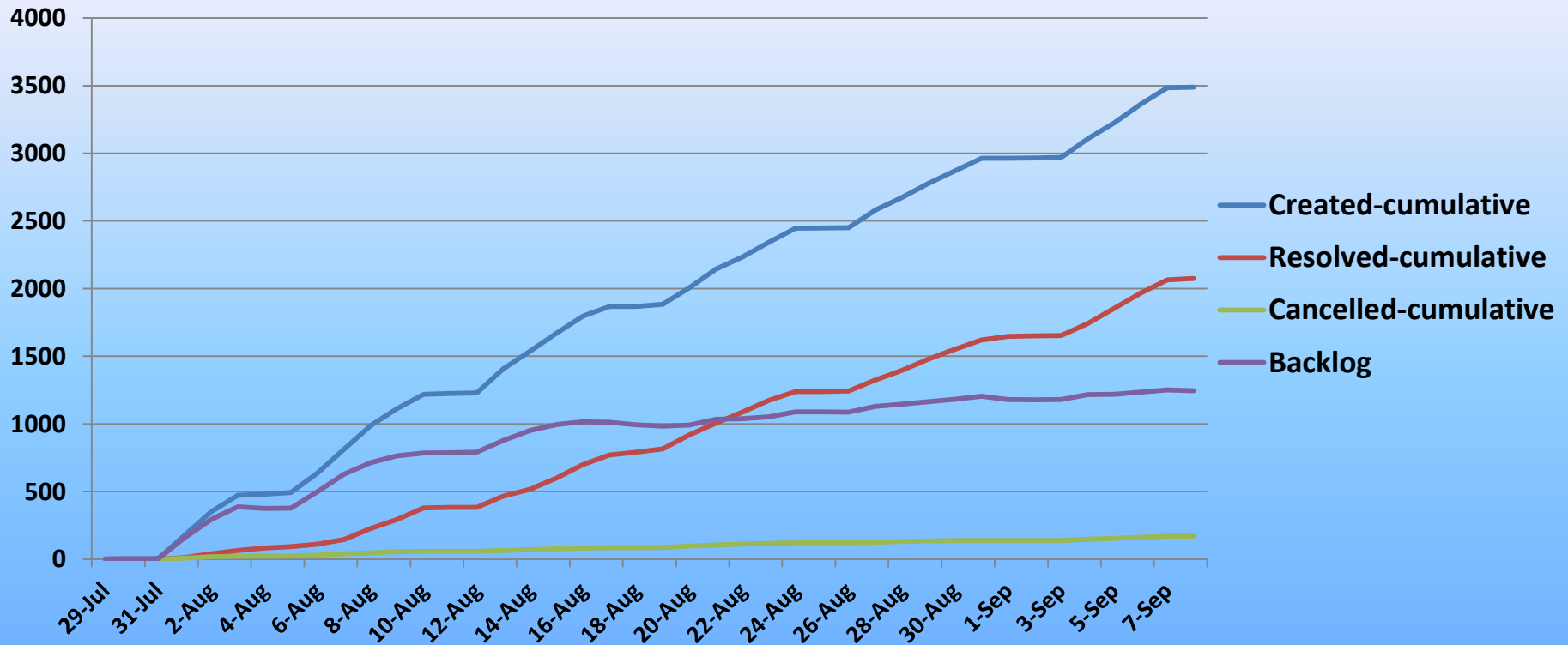
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Actual Daily Numbers as-of Sept 8th, 2012



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Per-Day Cumulative as-of Sept 8th, 2012



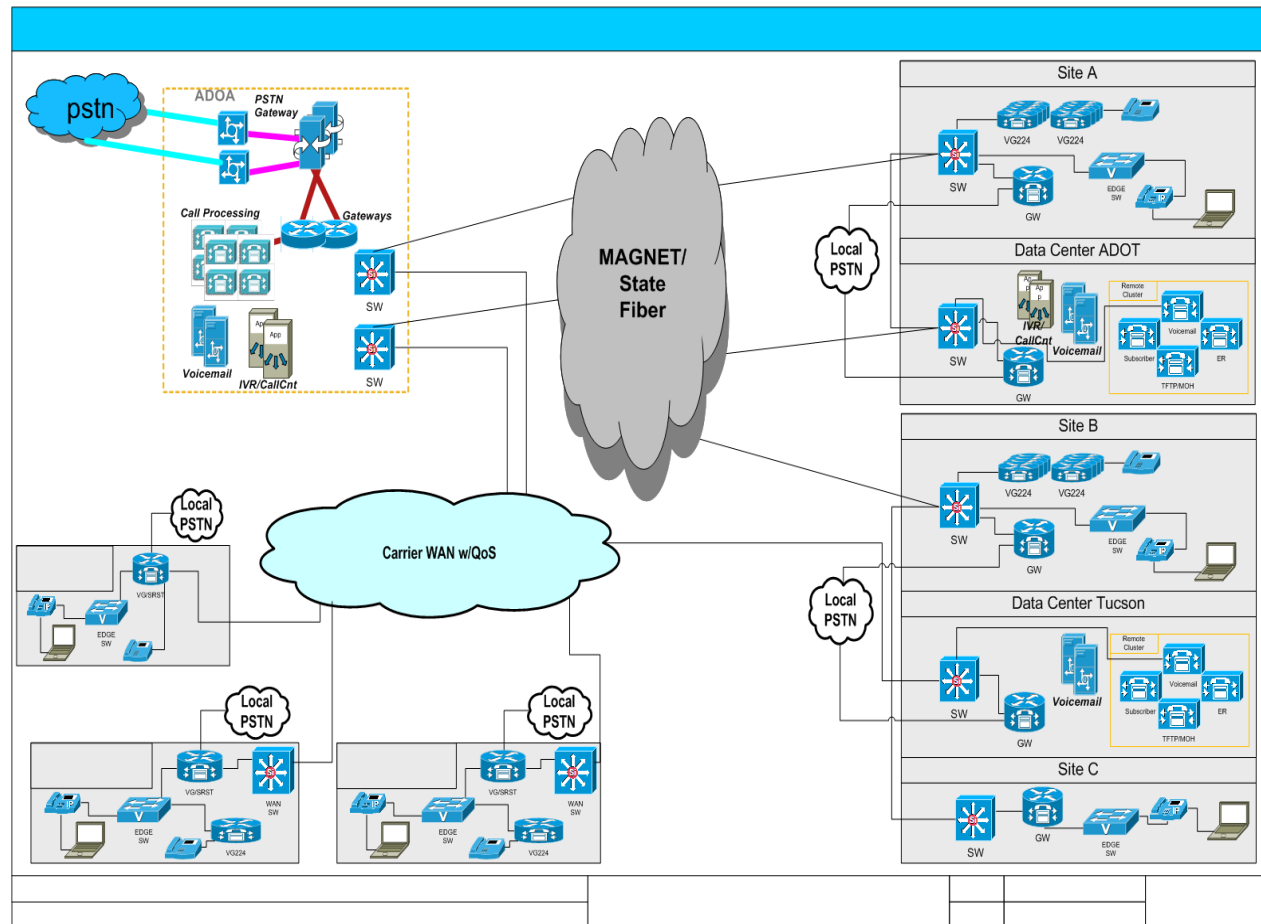
Ticket Backlog Recovery Strategy

- Staff additions from 8/17/12 (Ruiz, Elliott, Tucker, Atkins, Medina, Thompson).
- Adding additional personnel both in the field and remotely (adding technicians and engineers- 8 additional) Schneider, Claybough, 6 TBD.
- Focus on dispatch organization and remote status callbacks to maximize efficiency.
- Grouping tasks by location to associate single location activity (Repair/MAC)
- Saturday access to work tickets and unlimited overtime.
- Correlation of parent and child tickets will clear 25% or more of backlog due to UM2K.
- Daily management meetings for workload planning and productivity.
- Defined lists of remotely accessible systems and add technicians from the Advanced Technical Support Center (ATAC) support to work tickets remotely.
- Compliance management of ticket remarks, posting comments and ticket closing.
- Expedited parts ordering.
- Training NOC personnel on more remote activity to increase remote clearing.
- Improved Status and Escalation communication to include due date per SLA to eliminate confusion and set expectations appropriately.

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Overview - Voice Architecture

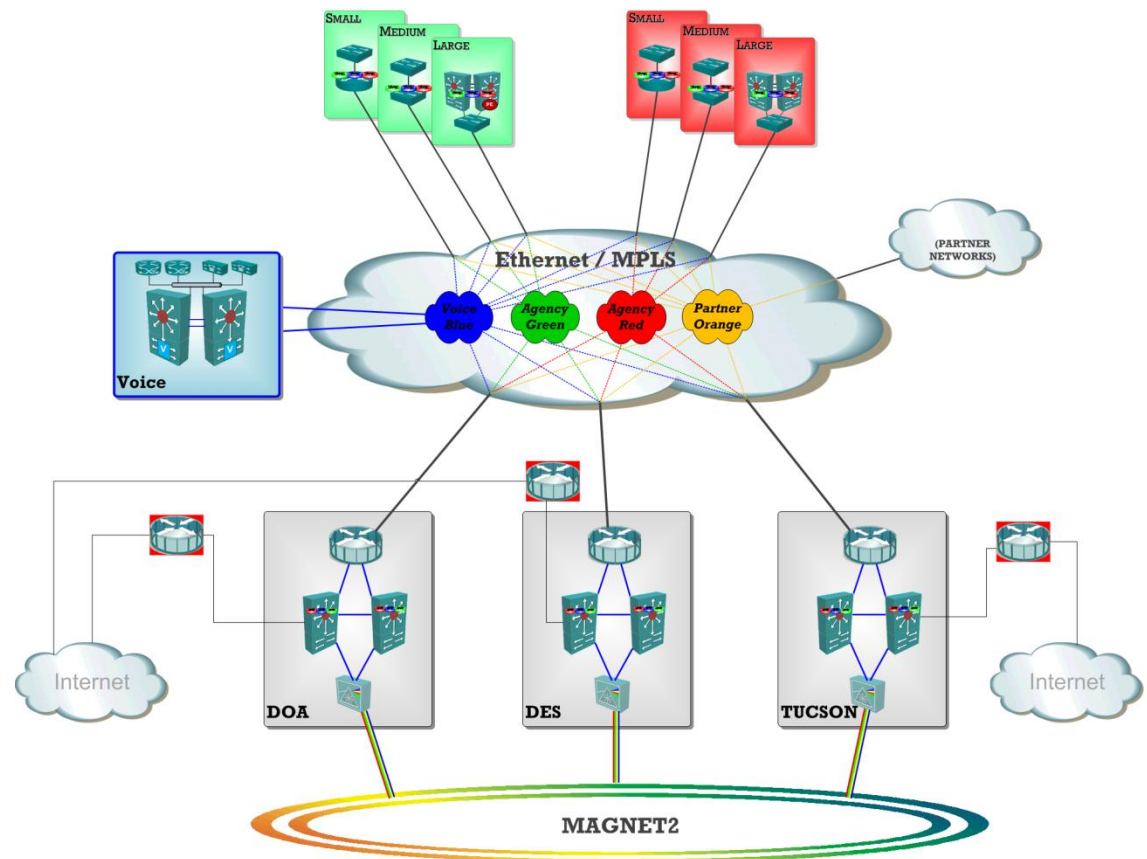
- New Core VoIP Infrastructure
- Distributed Voice Processing
- Geographical Redundancy
- Consolidation of Carrier Links
- Local Survivability
- Refresh of Agency Handsets



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Overview - Network Architecture

- Refresh Core Data Infrastructure
- Distributed Data Processing
- Geographical Redundancy for Internet
- Refresh Security Platform
- QoS Aware Network
- Logical Segment for IP Traffic
- Refresh of Agency LAN and WAN Gear



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CLOSING REMARKS