

BACKGROUND

In accordance with Arizona Revised Statutes § 41-712, the Arizona Department of Administration (ADOA) was tasked to establish and oversee a statewide contract for telecommunication services and equipment, known as AZNet - Arizona Network. Within ADOA, the Enterprise Infrastructure and Communication (EIC) team is responsible for contract oversight and vendor management.

The State of Arizona is currently contracted with CenturyLink, *AZNet II*, to provide these managed services. To view the complete *AZNet II* contract, visit procure.az.gov.

CONTACT US:

AZNet II Service Desk
(602)364-4444, Option 1
AZNETSUPPORTDESK@azdoa.gov

TOPIC:

How do I request *AZNet II* Optional Services – Wireless Access Point(s)?

PROCESS SUMMARY: CUSTOMER WILL OPEN A MAC TICKET OR RFI TICKET BASED ON THE DETAIL PROCESS LISTED BELOW

DETAIL PROCESS

Customer will open a **Request for Information (RFI) Remedy Ticket** with the *AZNet II* Service Desk for budgetary or overall information regarding wireless; if pricing, location or amount of Access Points are unknown.

- Within the body of the ticket (Summary), customer will indicate Agency Name, Primary Contact Name, Phone #, Email address, and the Physical address of the site where WIFI is being requested.
- If available, include Floor Plan (attachment), Square Footage and Occupancy with the RFI.

Once RFI ticket is complete, agency will open a **MAC Remedy Ticket** as approval to proceed with the installation of Access Points identified from the RFI and Bill of Materials (BOM). New MAC ticket summary should reference original RFI ticket# and have the BOM attached.

- **Key Notes:** If **one or two Access Points** are needed and the location has been predetermined by the agency and is cabled, only a **MAC Remedy Ticket** is required for the installation of the requested access points. The RFI step can be skipped if all information is available for Access Point installation.

AZNet II will perform a visual or physical site survey to determine the amount of AP (access points) required and placement for new installs. Each access point has a monthly seat charge of **\$24.51 per month**. There is no installation charge for this service.

Each access point is mounted to the ceiling or the wall if possible. Each access point requires a minimum CAT 5e Ethernet cable run from where the access point is mounted on the ceiling, back to the switch located in the IDF.

AZNet II does **not** provide cabling so you will have to secure an outside vendor for assistance if you don't have cabling that is already in place. If you need an outside vendor, contact Allan Gazza (602)542-8786, (Allan.Gazza@azdoa.gov) of ADOA-ASET/EIC can help with vendors to provide quotes for your cabling needs.

The *AZNet II* managed wireless service provides access to the State Internet (Copper) and can also provide access to your internal resources.