

NEW Switch / router Requests	
Connection Info	Ethernet Circuit <input type="checkbox"/> 10M <input type="checkbox"/> 100M <input type="checkbox"/> 1G Serial Circuit <input type="checkbox"/> Frame <input type="checkbox"/> 1- T1 <input type="checkbox"/> Multiple T1's
Is the current Switch / Router needing upgrade ?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unknown
Current Switch or Router Brand and model	██████
Other notes	██████

New Site Customer Survey	
Please explain your overall business requirement and what your organization strives to achieve from using network technology.	██████
Provide the address and an onsite contact with a telephone number for each location that requires a service proposal.	██████
To which network do you need connectivity (SGN,IGN,PGN)?	██████
Please provide a current network diagram with IP addressing	██████
Do you currently have any direct network connection(s) to business partners, vendors, etc? If so, please describe in detail.	██████
Describe current / new application(s) / traffic flow(s)	██████
What are prime business operating hours / regular scheduled maintenance period for this site?	██████
Do you have firewall(s) deployed in your current network?	██████
Do you need Internet access?	██████
Do you want CTS to provide a managed Firewall (FWC)?	██████
In your MPLS configuration, do you want your remote sites to be connected behind a corporate firewall for access to the SGN / Internet, or do you want the remote sites to have access to the SGN and Internet directly?	██████
Do you share a building / site with another state agency? If so list them (this might be a cost savings for your agency).	██████
What type of service / bandwidth do you require (Ethernet, T1, SMON, other) for this site?	██████
Do you need network equipment, and what are your specifications, maintenance and budget requirements?	██████
Please describe your multicast video or interactive video requirements for this site	██████
Do you have or need VOIP services?	██████
Will CTS manage your remote routers?	██████
Does your staff need access to the remote routers?	██████
Do you have any future application(s) that may increase your network capacity requirements?	██████
Please provide the number of FTEs at this location	██████
Do you have or need CTS Exchange email services?	██████
Do you have QOS requirements?	██████
Do you have business continuity / DR application(s) currently connected to the network?	██████
Do you have any state or federal requirements for applications or security? If so, please describe and provide the corresponding	██████

statute or law that specifies these requirements.	
Please describe the redundancy requirements for corporate connections and end sites	██████████
Do you have WEB servers that require a separate PGN network connection or are the WEB server accessed through Fortress at this location?	██████████
Do you want to have CTS host the WEB servers?	██████████
Do you currently have any agreements such as an SLA or SA ?	██████████