

CTS Wireless Service Status

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Wireless Service Objective

Develop and implement a secure, enterprise Wireless service providing agency employees and guest agencies greater mobility and productivity.

Initial Service Use Cases:

- Local Agency Access
- Guest Access
- Roaming Agency Access

Potential Future Use Cases:

- BYOD access to state resources (is available using Guest Access + VPN)
- Public Access (Internet access without any password)



Steps to Implement Service

- Make Service Go/No Go Decision
- Establish project team to manage enterprise roll-out
- Procure production hardware/software
- Implement production environment
- Train new operational staff
- Publish Service Catalog information for new service



Service Cost Model

- Proposed monthly rate: \$35 /month /AP
- This includes enterprise infrastructure, customer APs, service and support.
- Site Surveys and AP installations (including wiring and power) are customer responsibility, but will be facilitated by CTS.

Note: In order to offer this rate, it is assumed we will implement 1000 APs enterprise-wide over three years.



Delegated Administration

CTS Responsibilities:

- CTS will manage most administrative functions in Prime Infrastructure (PI)
- CTS will manage enterprise security profiles in Identity Services Engine (ISE).
- CTS will manage necessary web filtering for guest access using Fortinet.
- CTS will manage the infrastructure component Mobility Services Engine (MSE) which provides environmental management capabilities.
- CTS will provide IPs, VLANs to enable the service in customer environment.
- CTS will provide monitoring, troubleshooting, and second-tier support.

Note: Some service details are not finalized until the pilot completes.



Delegated Administration

Customer Responsibilities:

- Customers are responsible for site surveys and installations.
- Customers are responsible to update LAN and firewall configurations to enable wireless service in their environment.
- Customers will ensure current maps are available to be loaded into the system.
- Customers will manage and maintain AD profiles for wireless access.
- Customers may use the Sponsor Portal in ISE to set up Guest Access.
- Customers will perform user administration and troubleshooting using PI.
- Customers will provide first-tier end user support.

Note: Some service details are not finalized until the pilot completes.

