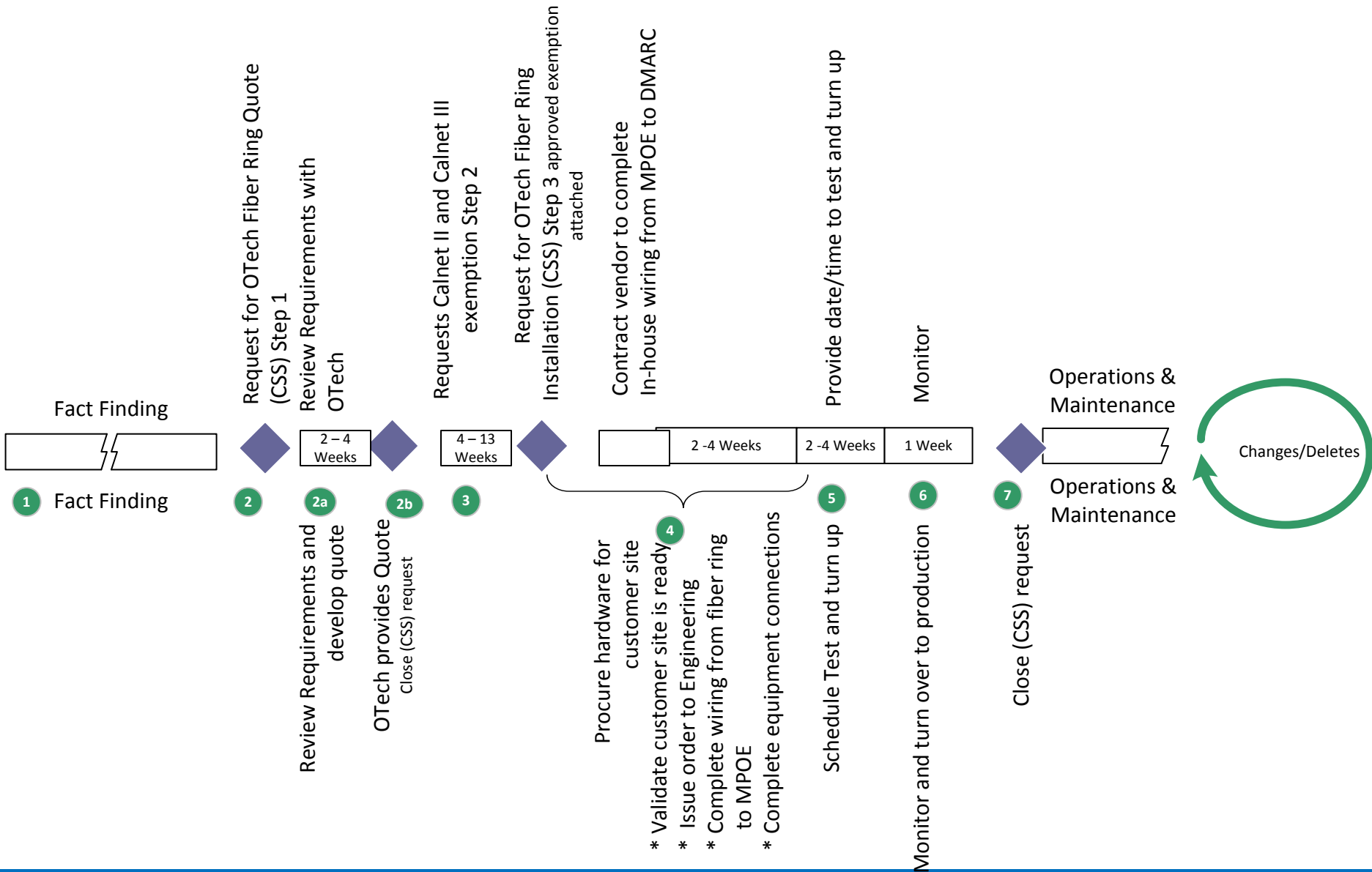


Customer

OTech

# Fiber Ring Onboarding Timeline



Note: Timelines shown are for first time on-boarding. Customer sites could vary on complexities which may cause timelines to vary.

Office of Technology Services  
Fiber Ring Service (FRS)  
Initial On-Boarding Process At-a-Glance

# Expanded Explanation of Initial On-boarding Stages and the Roles and Responsibilities of FRS Service

February 27, 2014

Stage	1 - Fact Finding		2 - Step 1 CSS Request			3 - Step 2 Calnet Exemption	4 - Step 3 Request FRS installation							5 - Test and Turn up			6 - Monitor		7 - Close CSS request				
	Business	Technical	2a - Request for FRS evaluation/quote		2b - Close CSS request	Approval to order outside of the Calnet II and Calnet III	Implementation of services							Move service into production			Stability testing / Production		Request for service is complete				
	Customer	OTech	Customer	OTech	OTech	Customer	Customer	Customer	Customer	OTech	OTech	OTech	OTech	OTech	OTech	Customer	OTech	Customer	OTech	OTech	Customer		
Time	Varies	Varies	2 - 4 Weeks			4 - 13 Seeks	Varies	Varies	Varies	Varies	1 Week	2 - 4 Weeks			2 - 4 Weeks			1 Week		Milestone			
Roles and Responsibilities	Consumer needs to determine what the business benefits of connecting to the FRS over Calnet services are.		OTech will assist with the assessment in section 2		Customer submits a CSS request	OTech will determine if FRS services are available and what the requirement will be and schedule a vendor meet with Customer to identify cost for building out.	OTech provide cost to customer and Closed CSS request (from Step1)	Customer will submit a justification for exemption to Calnet for approval. Link: <a href="http://www.otech.ca.gov/std/pdf/stmm/050100.pdf">http://www.otech.ca.gov/std/pdf/stmm/050100.pdf</a>	Customer submits a CSS request (Step 3)	Customer works with building management company or contracts out to vendor to complete in-house wiring work	Customer must provide adequate space and power	OTech will procure hardware needed for customer site	OTech validates customer in-house wiring is completed	Order is issued to Engineering for implementation	OTech works with vendor to complete wiring from fiber ring to customer MPOE	OTech connects fiber run to OTech equipment	Testing connectivity	Provide OTech a date/time to test and turn up	Schedule test and turn up with customer	Notify OTech of any issues	Monitor line to make sure its stable, move into production if no problems occur	OTech will make the CSS request 'Avail' status for customer's approval to close	Customer will close CSS request

Varies: Due to outside dependencies', OTech can not determine specific dates for completion.