STATE OF CALIFORNIA
DEPARTMENT OF TECHNOLOGY

TA 15-06: CalTech Quarterly Network Forum

ATTENTION: All Customers

ACTION REQUESTED: None - Information Only

DUE DATE: None

Network Forum:

The Department of Technology (CalTech) holds customer forums to share information regarding upcoming changes, and give customers an opportunity to ask questions and provide feedback on our services. A quarterly Network Forum was held on February 18, 2015.

Forum Highlights:

The following highlights the Network Forum discussions, some of which may affect CalTech customers:

CalTech Customer Survey:
- The State Telecommunications and Network Division (STND) values the input and feedback that was received from customers on the Customer Survey. Based on customer responses, STND efforts will continue with renewed focus on reducing costs, improving incident management, improving responsiveness, and communicating more effectively with customers.

Network Improvements:
- Big IP F5 Software Upgrades
- Firewall Operating System Upgrades
- Campus to Campus Disaster Recovery
- Expansion of the Fiber Ring Service
- Progress on telco owned IP addressing conversion

STND Service Improvement Program:
- Use tools and metrics to better manage priorities, issues, internal communications, and customer service
- Improve governance through leadership teams, assess activities based on complexity and priority, and document initiation, planning, execution, and close-out of each improvement

POP Site Decommissions and CSGNet Retirement Fee:
- Oakland site closed January 2015
- Decommission of Rancho Cordova and Sacramento DMV and DOF sites scheduled for 2nd Quarter 2015
- CalTech will be notifying customers about upcoming power maintenance affecting the LA Pop Site in 3rd or 4th Quarter of 2015
- CSGNet Retirement fee terminated as of January 2015

CGEN and CalNET 3:
- 1,384 sites are on CGEN (103 customers have been fully migrated)
- 34 connections on CSGNet, most are just waiting for disconnect
- CalNET 3 now has six vendors including AT&T, Verizon, Integra, Jive, Century Link, and NWN

Date:

None. This Tech Alert is for informational purposes only.

Contact:

For questions, please contact your Account Lead by using the Account Lead Lookup, or call the Customer Delivery Division at (916) 431-5476.