

A. Cover Page – 2009 Recognition Award Nomination

Title of Nomination: The Procurement, Implementation and Migration of MyFloridaNet

Nominations

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Category: Information Communications Technology (ICT) Innovations

B. Executive Summary

Considering future E-Government demands, improving Florida's current telecommunication infrastructure is a top priority. Improving operations of Florida's governmental services means enhancing functionality to meet network applications of the near future.

Since launching MyFloridaNet three years ago, Florida has migrated all of its existing customers and services to this infrastructure. MyFloridaNet is a converged telecommunications network providing high-speed, secure transport for voice, data, video and other media. It is a comprehensive solution providing a rich, robust and flexible enterprise telecommunications infrastructure.

C. Description of the business problem and solution, including length of time in operation

MyFloridaNet is a prime example of a high-tech, world-class data transport network, connecting phone, Internet, e-mail and other systems. By combining voice, video and data applications into a single network it enables technology to run more efficiently. It also provides customers with increased security and capacity to transfer information, and it has the ability to evolve as needs change.

Business Problem: With advancements in technology and an increase in Florida's growth, the previous data transport networks could no longer handle demands due to lack of functionality, features and robustness. In addition, there were multiple contracts and networks for each technology. For example, Frame Relay and Asynchronous Transfer Mode (ATM) technologies were separated into individual contracts and services. The State was also paying for an expensive backbone to support these services.

Solution: MyFloridaNet now combines all services that customers use into a single contract and serves as single point of contact for the customers, making it easier for customers to order. Florida reduced approximately \$6 million dollars in costs annually that were spent on facilities (backbone) to support the previous data transport networks. In addition, the Department of Management Services provided savings of approximately 30 percent to agencies using MyFloridaNet.

Three phases of the MyFloridaNet project:

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| Phase One: | Procurement of the new MyFloridaNet |
| Phase Two: | Build-out of the MyFloridaNet Core Services such as hardware, transport facilities, Network Management System Tools |
| Phase Three: | Migration of existing customers and services to MyFloridaNet. This included following strict project management guidelines and developing operational processes. |

Purchasing MyFloridaNet included transferring existing services and IT customers within a year. This was a difficult challenge because of the diversity in network types (approximately 3600 sites) needing to migrate in a short period of time. An additional six months was dedicated to the build-out of the core services on the MyFloridaNet.

As a result, on April 9, 2008, the Department of Management Services completed one of its biggest projects. Three years in the making, MyFloridaNet involved Department of Management Services, multiple vendors and customers and re-shaped telecommunications for the State of Florida. This monumental project finished on time and on budget.

D. Significance: How did the project improve the operation of government?

The procurement and deployment of MyFloridaNet required Department of Management Services and strategic partners who understood how to develop an enterprise solution to improve the operations of government, specifically including integration of services, online ordering, expedited provisioning, shared inter-networking, facilitated billing, and appropriate methods of cost avoidance and recovery for the entire core network infrastructure of the State of Florida.

The procurement and deployment of MyFloridaNet permitted Florida to:

- Seek strategic partners to collaborate by defining a logical transition to a unified, routed, IP-based delivery system for the entire enterprise.
- Establish a foundation for improved services for the State of Florida, its citizens and businesses — including delivery of those services with greater efficiency, functionality, flexibility and availability.
- Promote a more uniform style of business across state and local governments - a homogenous infrastructure built upon advanced enterprise architectures and network technologies offering an advanced communications utility.
- Execute strict Project Management Guidelines and Processes to migrate previous services in a timely manner to avoid any increased cost to governmental agencies.
- Develop best practices and process documents specific to MyFloridaNet operations. These documents are known as the “Operational Guide” and “User Guide.” These guides provide detail processes and explanation of the services being offered under MyFloridaNet. Access the user guide at:

http://dms.myflorida.com/suncom/suncom_products_and_pricing/data_transp ort_services/myfloridanet/mfn_resources/mfn_user_guide

- Competitive and Flat Rate pricing.

E. Benefit of the Project: What does the organization give back to the public for the resources invested in IT projects?

The State of Florida benefits by the implementation of a robust IP-based enterprise environment to support and improve delivery of core government services. MyFloridaNet provides unprecedented benefits to the citizens of Florida, its governmental organizations and business. The MyFloridaNet deployment provides significant benefits, including:

- Remedied the limitations of Florida's previous best-effort communications model;
- Robust routed infrastructure providing interoperability and other advanced communication services;
- Service Level Agreement-driven quality of services;
- Innovative enterprise technologies in the area of network design, quality of partnerships, migration strategy, cost containment and cost avoidance;
- Migration to a new network infrastructure for State government in support of all Florida citizens; and
- Integrated technologies to close the digital divide.

The Department of Management Services was able to enter into an agreement with no commitment of any up-front costs or capital to build-out the MyFloridaNet core services. Governmental agencies pay for services only after a location is completely provisioned and installed with MyFloridaNet. Services are on a month-to-month basis and there are no termination liability charges.

Florida reduced approximately \$6 million dollars in costs annually that were spent on facilities (backbone) to support the previous data transport networks. In addition, the Department of Management Services provided savings of approximately 30 percent to agencies using MyFloridaNet.