



# Wide Area Network Redundancy / Enterprise Remote Connection Service

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## Service Improvement

- IT infrastructure program acknowledges issue with long duration outages
- Total number of tickets trending down
  - August and September 2011 highest (788)
  - January and February 2012 (300)
- Increasing duration of large outages
- Mature proactive monitoring
- Chronic program
  - Three outages in 30 days



# Network Redundancy

- Network redundancy
  - Managed router
  - Enterprise remote connection service (ERCS)
  - Redundant loop service offering - TBD
  - [Telecommunications Service Priority](#)



## Managed Router

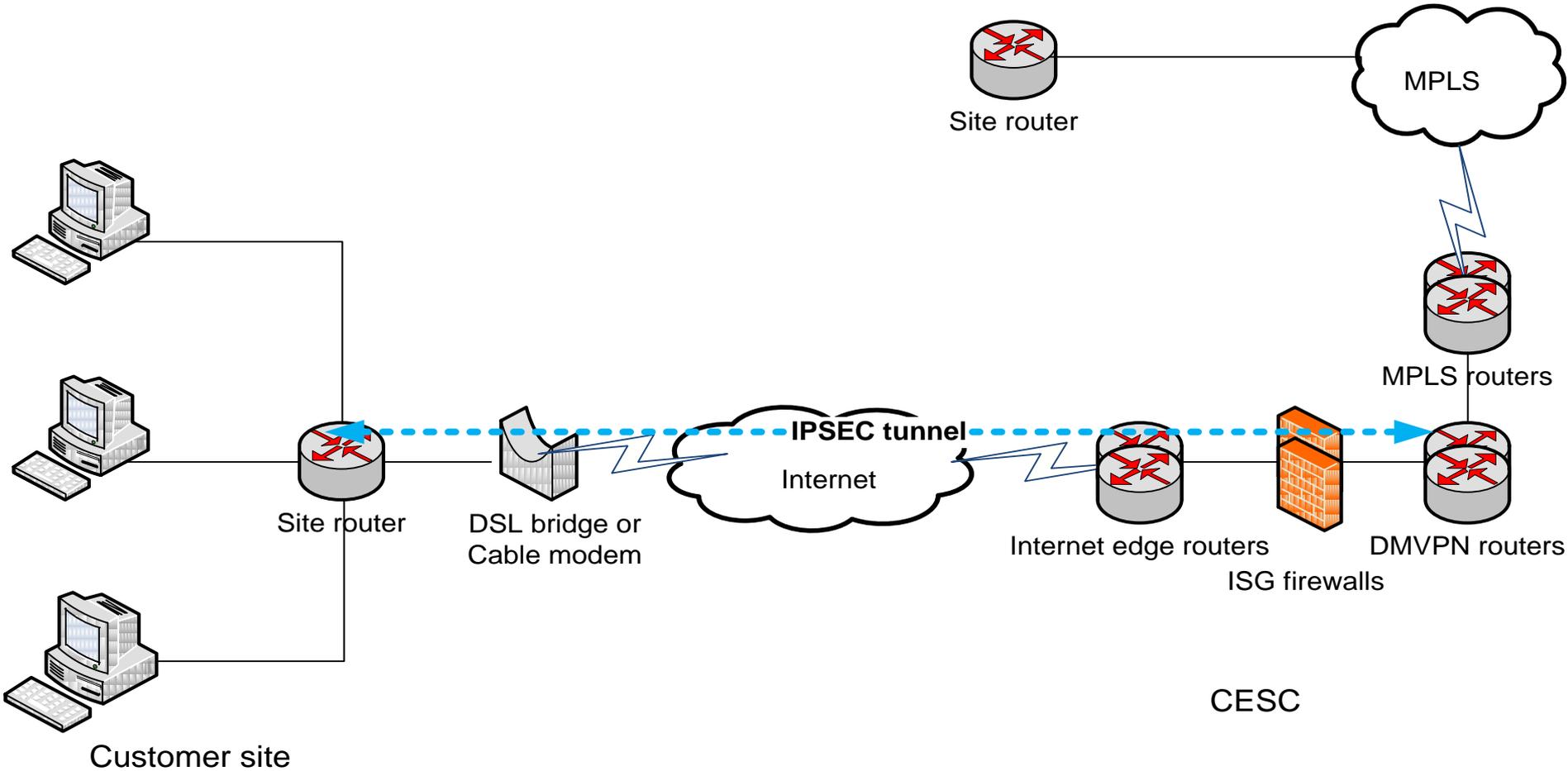
- Available now
- RU-based billing
- Redundant router and access loop
- Can be configured for automatic failover
- Standard work request
- Pricy
- Does not guarantee diversity



## Enterprise Remote Connection Service

- New service offering
- RU billing
- Local exchange carrier (LEC) diversity
- Can be configured for automatic failover
- No quality of service
- No service level agreements (broadband)
- Bandwidth limitations
- Economic solution
- Limited availability

# Enterprise Remote Connection Service



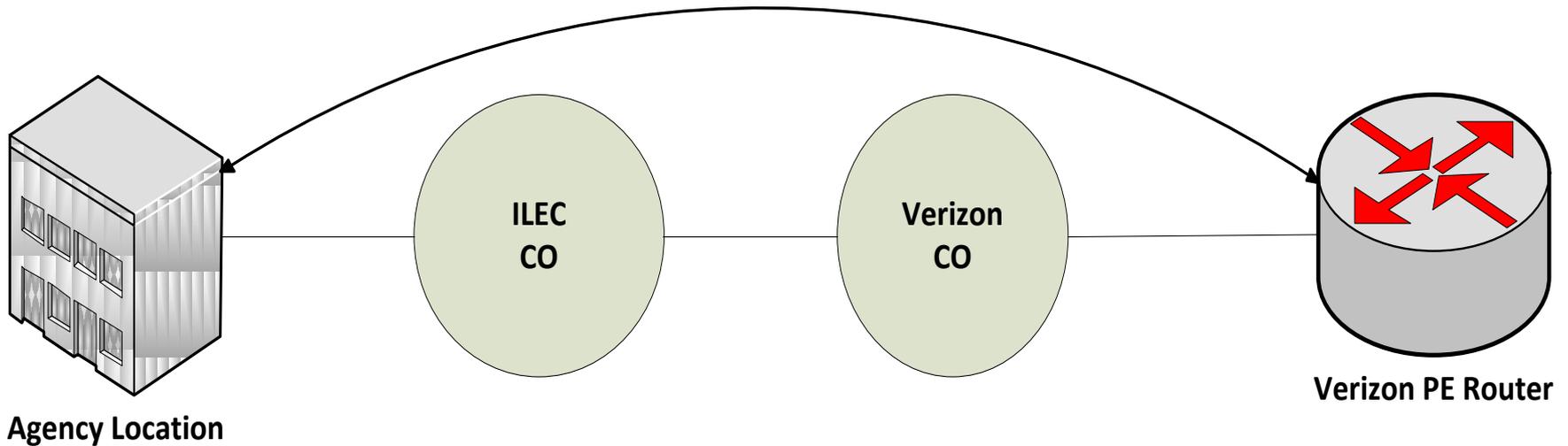


## LEC CO Diversity

- Under conceptual review
- Addresses primary cause of extended outages
- Central office (CO) diversity
- Manual failover
- Uses existing router
- Service level agreement - TBD
- Cost - TBD
- Limited availability

# LEC CO Diversity

## Diverse Path





# Questions?