



## Minutes

Monday, March 13, 2017

Patrick Henry Building

West Reading Room

1111 East Broad Street, Richmond, VA 23219

### Attendance

#### Members present

John Newby, Chairman  
Dr. Ernest F. Steidle, Vice-Chairman  
Clyde Cristman  
Jeffrey Ryan  
Kelly Thomasson Mercer  
Sandra J. Adams  
Nelson Moe  
Kent Dickey  
David Ihrle  
Charlie Kilpatrick, P.E.  
Judy Napier  
Secretary Karen R. Jackson  
Monte Johnson

#### Members absent

Anjan Chimaladinne  
Christopher Beschler  
David Von Moll

#### Others present

Janice Akers, VITA  
Marcella Williamson, VITA

Doug Wilson, VITA  
David Williams, VITA

## Call to Order

Chairman John Newby called the meeting to order at approximately 1:02 p.m. He welcomed and thanked the members for attending today's meeting.

Mr. Newby asked Ms. Akers to call the roll. Ms. Akers reported that there was a presence of a quorum at 1:04 p.m.

Mr. Newby asked for comments on the Oct. 31, 2016, draft minutes. There were no comments. Mr. Moe motioned for approval of the May 2 minutes, and Mr. Steidle seconded. The ITAC voted for approval of the minutes.

*Note: The ITAC meeting agenda packet including all of the presentation materials may be accessed on the VITA website at:  
<http://www.vita.virginia.gov/ITAC/default.aspx?id=6442476071>*

## Broadband in Virginia

Mr. Newby reminded the ITAC that this presentation was brought forth based on Mr. Cristman's proposed meeting topic on remote broadband issues that the state parks are coming up against and suggested an overview/update on how to fix the connectivity issues. Mr. Newby also stated that Karen Jackson would give remarks after the presentation on if there is public policy coming in the future that deals with broadband to combine a technical and policy perspective presentation.

Doug Wilson, Service Lead – Voice and Video Services, VITA, was invited to present on the commonwealth broadband availability; statewide broadband contracts; executive branch broadband options; and to give a forecast for Internet capacity demand. Mr. Wilson gave an overview of the RUOnlineVA, which was an initiative under Secretary Jackson and the Center of Innovative Technology (CIT) to survey the access of broadband in the commonwealth. The objective was to identify where broadband exists in Virginia. In May 2016, Gov. Terry McAuliffe kicked off the campaign on at the signing of the Rural Broadband Bill (HB 912) and followed by a study via an online survey site and a toll-free receptionist service in the summer.

Mr. Wilson moved to the available broadband services on state contracts and stated that in FY2015, the *RFP 2015-17* awarded contracts to 19 suppliers for the following services:

- Digital subscriber line
- Cable modem
- Fiber to the premises
- Satellite
- Private line
- Ethernet point-to-point
- Data rates: Tiers 1–16 (1 Mbps – 10 Gbps) download

Mr. Wilson stressed that broadband is not regulated, but rather driven by demand. While an area may be serviced by broadband, this does include satellite as a provider in rural areas. It's important to note that not every provider covers every house in an area. He admitted this is a struggle and we don't have answers to how to get everyone the service they want/need.

Executive branch agencies are covered under the Comprehensive Infrastructure Agreement (CIA): Enterprise multiprotocol label switching – Northrop Grumman and other services with approved exception, for example enterprise remote connection service. Non-executive branch agencies (all public bodies) fall under VITA broadband contracts - legislative and judicial branch agencies, localities, K-12 schools, etc. Groups that are excluded, out-of-scope executive branch agencies, include state colleges and universities, Virginia Department of Transportation smart traffic centers, Virginia Employment Commission and Department of Motor Vehicles call centers.

Mr. Wilson moved to considerations of broadband and the disparity of services, and he noted five topics that are most important. They are:

- Security – should meet your requirements and always at the top of the list.
- How will you use it? – identify the use.
- How much do you need? – based on how it will be used.
- Service level agreements (SLAs) – if you are doing mission critical work, should have a SLA in place to guarantee a restore period. SLA's in broadband are not very strong in comparison to other industries.
- Costs: monthly, one-time, special construction – if more than \$50,000 and executive branch, must use VITA. Important to note also that if the telephone company installs the port, the user will have more flexibility to change providers.

Ms. Adams asked Mr. Wilson why the SLA's were not as strong and for an explanation. Mr. Wilson clarified that broadband providers were just stepping up to provide enterprise services at this higher level.

Mr. Wilson moved to the benefits of being on the commonwealth network, which is a private network. He noted the following:

- Robust security infrastructure – investment made to make it very secure.
- Standardized service options
- SLAs – measure/monitor monthly to stay on top of issues.
- Scalable across the enterprise – increase capacity as needs increase. Steady growth every year.
- Regular refresh requirements- remain current, reliable and secure.

Mr. Wilson notes that there is a demand for increased internet bandwidth is a normal trend. Demand drivers are supporting remote / teleworking work force; citizen access to agency resources (information, e-commerce, etc.); and communications with vendors and suppliers. He also noted that there is a trend to

move to the cloud and that the internet forecast is to add a third 1 GB circuit very soon which would increase the commonwealth system by 50%. He estimates that a fourth 1 GB internet circuit will be needed by 2018.

Mr. Ryan asked if there are any discussions when VITA re-bids to not have to use the VITA contracts. Mr. Moe responded that the contract framework is only in discussions right now.

Mr. Kilpatrick asked about the cost of the GB (gigabyte) circuit, what we get with it and why the commonwealth can't expand sooner than later. David Williams, Service Lead – Network, VITA, answered this line of questions that the commonwealth is on VITAnet, which is a Tier 1 that gives the end user a faster response time. In regards to expanding, at the agency level the MPLS circuit needs upgraded before they can see an advantage of a faster internet. The agency has to go before the Department of Planning of Budget (DPB) for permission to upgrade the circuit and take on the additional monthly cost. It falls to the agency to make sure they are ready for upgrades. Mr. Moe also stated that it's important to time the upgrades to match speed and security and that they are in place.

Mr. Ihrie asked about network reliability and the consideration from a design perspective for Smart Cities – where is the commonwealth going with billions of devices? Mr. Williams stated that the wave three RFP's would be looking at those types of questions.

Mr. Newby invited Karen Jackson, Secretary of Technology, to give policy updates on broadband. Ms. Jackson gave an overview of the general assembly session, the availability versus affordability of broadband in poorer areas of the commonwealth. She noted that while the Dept. of Housing and Community Development (DHCD) has some funding the legislature is not giving much to tackle the issue in our rural areas. Ms. Jackson stated that regarding the magnitude, it was questioned if the carriers could keep up with the growth and that there would have to be some leveling out. She continues to push and work for betterment of this issue.

Mr. Newby asked if there were potential drivers in southwest Virginia to find a solution. Ms. Jackson responded that the Tobacco Commission, Ikea and Microsoft were bringing in broadband with them. She noted there is a lot of infrastructure in Southside and southwest, and that the less dense areas are the challenge spots.

## **New Business**

Mr. Cristman asked Ms. Jackson how the legislature felt about the infrastructure services program. Ms. Jackson confirmed that the legislature felt positive about the direction VITA and the program is moving and supports the effort along with the Governor. She noted that new things are learned each day and new paths are being made.

### **Proposed Meeting Topics**

Mr. Newby asked for proposed topics for the ITAC.

Mr. Kilpatrick asked for a disentanglement update and contract status. He also wanted to know if services are starting to be affected by people leaving and if upgrades are being completed under the contract specifications.

Mr. Ryan suggested an update on what agencies should be doing to prepare and what needs to happen with new infrastructure coming in, i.e. mainframe. He also asked for advice from VITA on how to move forward.

### **Proposed Future Meeting Dates**

2017 dates are June 5, Sept. 11, Dec. 4

### **Public Comment**

Chairman Newby asked for public comment at 2:01 p.m. There was none.

### **Adjourn**

Chairman Newby adjourned the meeting at 2:02 p.m.