

MetroNet

Service Description

MetroNet is the statewide network, connecting all State of South Carolina agencies to each other and to the internet.

1. **MetroNet:** Management and support of the MetroNet including existing transmission media and shared infrastructure. Includes capacity planning, shared equipment upgrades, 24/7 monitoring and end-to-end fault resolution.

This service includes design and installation of new MetroNet transmission media and infrastructure for agencies with new or moved facilities that need to connect to the state network, or for agencies requiring enhancements to existing services.

Multiprotocol Label Switching (MPLS) is available in Standard and Premium levels. Premium includes Quality of Service (QoS), which recognizes the requirements of some applications are more critical than others, and ensures high quality performance for those critical applications.

Cable and wiring projects to enable MetroNet services are provided separately from monthly service.

An agency's need for bandwidth may increase as the use of Voice over Internet Protocol (VoIP), video conferencing, document management with scanning, etc. increases.

Discuss your current and future needs with Admin to help determine the service offering that is best for your agency.

Service Notes*

- MetroNet services are typically provided to the point of demarcation between Admin's network and the Customer Premise Equipment (CPE).
- Building must have connectivity and adequate physical infrastructure (e.g., adequate space, power and air) to house network equipment. Limitations in existing fiber or other requirements may limit the service available to a location.

****See Service Detail for additional important Service Notes and Customer Responsibilities.***

Customer Benefits

- **Cost savings** – More cost effective than purchasing dedicated circuits from an outside provider.
- **Efficiency** – Sharing common equipment and resources allows for more cost-efficient operations and support.
- **Continuity** – Service provides level of redundancy allowing for recovery from hardware failures.
- **Agility** – Admin can adjust an agency's network needs quickly to help minimize impacts to business.
- **Support** – Monitoring, response and end-to-end fault resolution by trained, skilled Admin technical staff to help ensure network availability.
- **Security** – Advanced configuration of network devices to help secure the MetroNet connection.

Service Rates

Service Offering	Cost per Month	
MetroNet		
MetroNet 10 Mbps Connection	Contact ARM	
MetroNet 20 Mbps Connection	Contact ARM	
MetroNet 50 Mbps Connection	Contact ARM	
MetroNet 100 Mbps Connection	Contact ARM	
MetroNet 250 Mbps Connection	Contact ARM	
MetroNet 500 Mbps Connection	Contact ARM	
MetroNet 1000 Mbps Connection	Contact ARM	
MetroNet Additional bandwidth over 1Gbps	Contact ARM	
MetroNet MPLS	Standard	Premium
MetroNet MPLS 10 Mbps Connection	Contact ARM	Contact ARM
MetroNet MPLS 20 Mb Connection	Contact ARM	Contact ARM
MetroNet MPLS 50 Mb Connection	Contact ARM	Contact ARM
MetroNet MPLS 100 Mb Connection	Contact ARM	Contact ARM
MetroNet MPLS 250 Mb Connection	Contact ARM	Contact ARM
MetroNet MPLS 500 Mb Connection	Contact ARM	Contact ARM
MetroNet MPLS 1000 Mb Connection	Contact ARM	Contact ARM
MetroNet MPLS Additional bandwidth >1GB	Contact ARM	Contact ARM
Cable and Wiring		
Cable and wiring projects	Varies by project	

MetroNet – Service Detail

This Admin service includes:

1. MetroNet

Hardware

- MetroNet component technologies such as routers, firewalls, transmission media (fiber optics backbones, network cable, etc.). This does not include Customer Premise Equipment (CPE).

Software

- Network management and monitoring software tools and technologies which help deliver: network usage reporting, network monitoring, performance analysis and reporting, alert and event management, problem determination, router/firewall configuration and provisioning, support for configuration and change management, etc.

Installation and Configuration

- Core MetroNet technologies such as routers, firewalls, transmission media (fiber optics backbones, network cable, etc.). Upgrade and enhance the core MetroNet environment as

required to ensure that proper capacity, performance and availability is provided to Admin customers.

- Expansions to the core MetroNet environment (e.g., router and transmission media).
- Custom projects with agencies that require MetroNet service for new or moved facilities, or for agencies that require enhancements to existing services. These projects will include the planning, design, engineering and implementation required to achieve agency requirements.
- Guidance to customers in the sizing for new or expanded existing network circuits to ensure additions and/or expansions are consistent with the customer's forecasted growth trends, are a cost effective option for customers, and can be fulfilled by Admin and/or a qualified vendor.

Support and Administration

- Incident resolution services via the DTO Service Desk.
- Hardware and firmware maintenance for supported network devices (routers, firewalls, etc.) and components.
- 24/7 monitoring and alerting on MetroNet.

Security

- MPLS and virtual LAN (VLANS) to isolate agency traffic.
- Division of Information Security (DIS) monitoring of all network traffic to detect threats.

Related Services

A MetroNet customer might also be interested in these Admin services which are offered separately:

- Local Area Network

Service Level Objectives

Service Level Targets

TBD

Additional Service Notes

- Cable and wiring projects are not included in the monthly MetroNet service and are provided separately. Admin will provide a cost estimate before beginning work. Agencies will be charged the actual cost to complete the project, including labor, materials, any vendor costs, etc. Vendors are also available to provide cable and wiring projects. See [Cable and Wiring](#).
- Existing infrastructure within the building may impact MetroNet performance at the end-user device.
- Planned maintenance is performed each Sunday between the hours of 6–10 a.m.
- Agencies must submit service requests to Admin in advance, as detailed below:
 - Contact Admin at least 30 days prior to new service installations or office moves when existing network infrastructure exists.

- Contact Admin at least 60 days prior to new service installations or office moves when existing network infrastructure does not exist. Longer advanced notice may be needed depending on customer requirements, location, vendor, etc.
- In order for Admin to support requests submitted outside the advance notice requirements, agency head and Chief Information Officer (CIO) approval may be required, and additional funding may be required to cover overtime, vendor fees and other costs.

Customer vs. Admin Responsibilities

This section identifies in detail Admin and customer responsibilities for these service offerings.

Responsibilities	Admin	Customer
Contact Admin with requests for new service installations or office moves according to Admin's advance notice requirements (see Additional Service Notes).		X
Provide the proper connectivity from the customer LAN to MetroNet service components.		X
Provide a 24/7 agency point of contact for Admin for reporting and coordinating outages or emergency maintenance.		X
Contact the DTO Service Desk to report problems or request assistance.		X
Provide forecasts for network needs as requested.		X
Planning, purchasing, installation, management and maintenance of core MetroNet infrastructure.	X	
Requirements analysis, functional specification development and design for MetroNet expansions.	X	
Replacement and upgrade of core MetroNet equipment.	X	
Moves, adds, changes, configuration, installation and deinstallation of core MetroNet network components.	X	
Fault and performance monitoring.	X	
IP address management.	X	
Capacity planning.	X	
MetroNet bandwidth will be upgraded based on network health trends, enabling proactive capacity planning ahead of customers' combined bandwidth needs.	X	
Refreshing of end-of-life core MetroNet hardware.	X	
Create documentation in support of the MetroNet infrastructure.	X	
Define network standards for connectivity for the MetroNet infrastructure.	X	
Work with vendors to maintain product compatibility updates and refreshes.	X	

All services are delivered in compliance with State of South Carolina Information Security policies, as presented in SCDIS-200.