



Division of Telecommunications
4030 Esplanade Way, Suite 115
Tallahassee, Florida 32399-0950
Tel: 850.487-9971
Fax: 850.922.5162
www.dms.MyFlorida.com


Governor Charlie Crist

Secretary Linda H. South

MEMORANDUM - 2009-02

DATE: February 13, 2009

TO: John Wade, Executive Director
Southwood Shared Resource Center

FROM: Charles Ghini, Director 
Division of Telecommunications
Department of Management Services

SUBJECT: SUNCOM and the SSRC

This memo addresses the five issues we discussed at our January 14th, 2009 meeting.

1. The evolution of communications services leading to changes in the type of support SUNCOM provides the SSRC
2. Department of Management Services usage of network ports through the SSRC
3. Relocation of SUNCOM's Network Operations Center (NOC) from the SSRC
4. SUNCOM usage of SSRC data processing services
5. SUNCOM migration of help desk services

1. Evolution of SUNCOM Services

Background

As cohort providers of enterprise services, SUNCOM and the SSRC have a long history of effective cooperation in providing data communications and processing to Florida government. When mainframes were the standard, the SSRC IBM mainframe was the central point of connectivity for SUNCOM's SNA Backbone (the State's mainframe communications network). As the Backbone was replaced with SUNCOM's Internet Protocol services, the SSRC became the single Internet connection for the State network.

Historically, SUNCOM's centralized communications management performed at the SSRC was largely blended with the SSRC's internal communication needs. This meant that SSRC connections, internal hardware maintenance and even the floor space under the hardware were managed or paid for by SUNCOM as if it were a part of SUNCOM's enterprise network obligation. SUNCOM recovered some of these costs through port charges to SSRC customers. But the remaining costs associated with the SSRC's connections and internal communications hardware were considered too complicated to segregate thus classified as part-and-parcel to SUNCOM's enterprise services.

The ultimate beneficiaries of this relationship were customers who were housed in a data center (the SSRC) where communications services were subsidized. This was evident in customer port charges of \$36/month which are less, for example, than consumer grade Internet connections from the local TV cable company. SSRC ports carry much more bandwidth, are housed in a highly reliable data center and facilitate connections between machines on the SSRC floor.

The Changes

Changes in communications technologies and establishment of SUNCOM's new single statewide Intranet offering known as MyFlorida Network have eliminated the need for centralized management of network access points to the Internet at the SSRC. Such connections are now provided in multiple locations and managed through a contract with AT&T using rigid standards and monitoring by State networking staff.

With the elimination of the SSRC's role as a communications hub for the State, SUNCOM's services to the SSRC are transitioning to be like those provided to any other SUNCOM customer. The below table specifies the cost ramifications.

This means that the SSRC's connections should be purchased from standard SUNCOM offerings as of July 1, 2009 at an approximate cost of \$372,594 annually (if the SSRC maintains connections equivalent with those in use today).

Further, the SSRC's internal communications hardware maintenance is no longer the purview of SUNCOM. Therefore, we intend to discontinue paying for maintenance of SSRC communications hardware as of July 1, 2009. This now costs approximately \$94,829 annually. Attached is a list of all of the associated property DMS intends to transfer to the SSRC. Also attached is Statement of Work that may be useful to the SSRC in securing replacement maintenance services from the private sector.

While we are willing to pay for maintenance on SSRC equipment through the end of the fiscal year, we are seeking immediate relief from paying floor charges underneath the equipment that it is housed strictly for the benefit of the SSRC and its customers. Those charges amount to \$ monthly.¹

We understand from SSRC staff that the SSRC may be interested in SUNCOM consulting for network design and diagnostics. Thus we have estimated such costs in the table below (\$73,572 annually). While we believe we will deliver value well in excess of those costs, we understand if you choose to seek such services elsewhere.

	New Estimated Annual SSRC Cost	Future Provider	History
Circuits	\$372,594	SUNCOM	Paid by SUNCOM, partially charged through SUNCOM billing to SSRC customers
Communications equipment maintenance	\$94,829	SSRC Vendor	Paid by SUNCOM
Floor space under communications equipment		SSRC	Paid by SUNCOM to SSRC
Diagnostics/sizing consulting	\$73,572	SUNCOM?	Paid by SUNCOM
Total	\$540,995		

¹ Under accounts 72074, 72085, 72208

Please note that these changes would have been implemented regardless of the affiliation status between our respective organizations i.e. the changes are unrelated to the recent separation of the SSRC from DMS. Rather, it is a milestone in the evolution of state communications that we began discussing with SSRC staff prior to the 2008 Legislative Session.

Also note that there is some communications equipment on the SSRC floor that SUNCOM intends to retain to facilitate extranet services to SUNCOM customers. SUNCOM will continue after July 1, 2009 to pay maintenance and for floor space under this extranet equipment. This equipment is also specified in the same attachment.

At SUNCOM, we recognize that this transition will require sacrifice. This is why we agreed to continue to subsidize SSRC communications during the remainder of the current fiscal year. We also stand ready to provide advice and expertise in helping the SSRC with this transition including suggestions for how the SSRC could equitably recover these costs.

2. DMS Usage of SSRC Network Ports

Related to the above issue, DMS and other customers now use the network connections housed at the SSRC. SUNCOM pays and partially recovers for these connections as described above.² We provided engineering advice to SSRC staff regarding SSRC's future cost recovery from customers for these services which included charges to DMS (like any other SSRC customer). An alternative would be for DMS to simply buy a SUNCOM service directly which is the standard approach for almost all of SUNCOM's customers. To help DMS with that decision, please provide an estimate of costs for such services as soon as possible.

3. Relocation of the Network Operations Center

We understand from our recent discussion that you intend to repurpose the space within your facility now used by the SUNCOM Network Operations Center (NOC).³ To those ends, we are seeking alternative accommodations.

However, as you well know, the robust environment and exceptional up-time capabilities provided at the SSRC are unmatched in Florida government. So development of alternatives will require finding or establishing some corresponding infrastructure and/or compromising some of our expectations.

Among the options we are considering is room 151 adjacent to the lobby in building 4030. This room is the closest appropriate space to the rest of SUNCOM offices. But it now houses the SSRC Help Desk staff (along with SUNCOM 411 contractors). If the SSRC relocates the Help Desk, SUNCOM would have room 151 as a viable alternative which would expedite our move out of the SSRC and possibly bring SSRC help desk staff to a more suitable location.

While we tentatively established July 2009 for the move, we ask for your patience and flexibility with the effort. We will keep you abreast of our progress and commit to a tighter schedule as it develops.

² Related to account 72214

³ Under account 72222

4. SUNCOM Patronage of SSRC Data Center Services

The recent split of our organizations and the other changes mentioned above are leading both of us to narrow our specializations as enterprise service providers.

Consistent with this, SUNCOM intends to continue and likely expand our patronage of SSRC data center services.⁴ Our most recent major change came with the divestiture of our SUNCOM servers on the SSRC floor in favor of use of SSRC servers and staff. This was a move from use of basic SSRC floor space services to the high-value processing, storage and professional services. Such transitions are consistent with newly established statutory goals for the SSRC and a prerequisite approach to growing the data center.

We have plans for expanding our use of such services with the transition from legacy applications. Our use of more modern tools on the Unix/Oracle and Windows platforms will grow and help keep the SSRC technology offerings fresh. This is possible because of the caliber of SSRC technical staff and the excellent expertise they have provided. Our commitment to the SSRC will be unchanged as long as the SSRC provides the type and quality of services we enjoy today.

However, this means changes in the portfolio of services we use at the SSRC. This is not only consistent with our efforts to modernize, but necessary given that we must free-up finances from legacy services in order to buy new services. For example, our use of the IBM mainframe will diminish as we replace our antiquated application software. We also understand that you are considering a reduction in our Electronic Data Interchange services (EDI) prices to comport with actual costs. This will make other financial resources available to buy new services from the SSRC.

5. SUNCOM Migration of Help Desk Services

Currently, customers who call for level one help with SUNCOM services reach the SSRC help desk in accordance with the service you provide to us.⁵ With the split of our two respective organizations and specializations in more clearly distinct services, SUNCOM has lost the economies of scale previously derived from this approach. We have also established a call management service (which includes help desk) with a vendor under the SUNCOM brand that we resell to our customers. That contract is both more suitable to our needs and, given that we expect our customers to use it, a service we should monitor through our own use.

Therefore, we are seeking to migrate our usage of help desk services from the SSRC to SUNCOM's vendor as of August, 2009. If you are interested in this SUNCOM service as well, we would be glad to work with you.

The long history between SUNCOM and the SSRC went through a dramatic change with the separation of the SSRC in July of 2007. But it is our hope that our relationship of mutual service to each other and collaboration in meeting the enterprise needs of Florida government will continue unchanged long into the future.

⁴ Under accounts 72031, 72034, 72075 and 72078

⁵ Accounts 72216, 72075,