

Service Announcement

March 21, 2016

TO: WaTech Network Customers

FROM: Mark Quimby
Enterprise Data Networks
Telecommunications Services Division

SUBJECT: End of Life Network Devices

WaTech strongly advises all customers who have Customer Edge (CE) devices, which are the border routers between your network and the state's network that may be nearing end of life (EOL) to procure new devices with maintenance included. This will ensure all sites continue to operate and function at optimal levels, and are supported by the hardware vendor.

If you are unsure if your Cisco network device is nearing end of life, you can visit the CISCO website at http://www.cisco.com/c/en/us/products/hw/tsd_products_support_end-of-sale_and_end-of-life_products_list.html to verify if and when your current device will reach end of life.

The Department of Enterprise Services (DES) has a master contract, with several vendors, for the purchase of new Cisco equipment. These vendors can assist in the purchase of new hardware. This information is available on the DES website at: www.des.wa.gov/services/ContractingPurchasing/CurrentContracts/Pages/default.aspx.

The WaTech Enterprise Data Network (EDN) team can provide assistance to help select replacement devices (Cisco equipment only) that are authorized to connect to the WaTech network and that will appropriately support network connectivity.

By mutual agreement, WaTech can perform configuration management and monitoring of authorized Cisco devices. There is no additional cost for WaTech to provide configuration and operational management. Our Network Control Center (NCC) will work with your team throughout the process to help coordinate any SmartNet repairs or device maintenance with Cisco under the SmartNet contract purchased for CE devices. Once the equipment is repaired, the NCC will work to get connectivity back online and tested to assure the repair is complete and working as expected.

Here are highlights of some of the Roles and Responsibilities:

	Customer	WaTech	Comments
Hardware purchase	X		
SmartNet coverage	X		
CE Management	X -and/or -	X	WaTech w/prior agreement
Vendor Repair Coordination	X - or -	X	WaTech w/prior agreement
Configuration backups	X -and/or -	X	WaTech w/prior agreement
Agency points of contact	X		For coordination of repair activities if done by WaTech

If your organization chooses to have WaTech manage your Cisco CE device(s), the device(s) have to be covered by a SmartNet maintenance contract with Cisco. Customers who do not have sufficient staff and/or resources to perform hardware installations or parts replacements should consider purchasing onsite hardware maintenance support. WaTech does not have staff available to send technicians to a customer

location to perform such work. We will coordinate such activities for you based on the coverage arranged for each device.

Following the above steps will assure CE devices are both correctly installed and will be covered for any future repairs should they be needed. WaTech staff can work with the vendor to get the unit configured so that it will be ready for connection to the states network with as little interruption as possible.

WaTech contacts:

If you have additional questions or would like more information, please contact Mike Lilly at 360-407-9091 mike.lilly@watech.wa.gov or the WaTech Service Desk, 360-753-2454 or 888-241-7597 or ServiceDesk@watech.wa.gov.