

# Wireless Service

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WaTech [Wireless Service](#) is a statewide service that offers greater mobility and productivity via one secure, centrally managed and supported common infrastructure agency networks. The WaTech wireless service has maintained a subscription rate of 180 devices per year over the last two years.

Wireless Services provides the following benefits:

- No up-front or recurring equipment costs.
- Easy-to-acquire subscription pricing.
- Full integration with state government networks.
- Full compliance with state security standards and policies.
- Easy, secure roaming for your agency's network resources.
- Highly reliable state-of-the-art equipment.
- Local agency control and administration.
- A consistent mobile experience.
- Expert-level centralized support.
- Oversight/guidance to customers as they install the access point hardware.

## Intended customers

The SGN Wireless service is intended for organizations connected to WaTech's digital ecosystem via the State Government Network (SGN). The current WaTech wireless service maintains more than 2,100 wireless access points at 30 state agencies with roughly 300 sites across the state of Washington. [View a map of SGN wireless locations.](#)

The Non-SGN Wireless service is intended for any organization that is looking for a publicly available wireless system to serve the public or non-SGN needs. These systems utilize private internet service providers such as Comcast. The Non-SGN service has deployed wireless systems for 11 state parks throughout the state of Washington with several more sites in progress. [View a map of non-SGN wireless locations.](#)

## Options available with this service

- Indoor and outdoor wireless systems.
- SGN and non-SGN wireless systems.
- Professional wireless site survey and design.

## Customer engagement

- Wireless user group meetings as needed (roughly four times per year).
- Bi-weekly project meetings with wireless customers who are in the process of installing wireless at complex or multiple sites.
- Semi-annual customer Town Hall with all Network Services teams providing updates and gathering customer feedback.
- Monthly Technology Management Council (TMC) and Business Management Council (BMC) meetings for agency CIOs and IT leaders to inform and sponsor enterprise strategy, policy and investments.
- Regularly scheduled meetings between customers and Business Relationship Managers (BRM) to connect, advise, address concerns and provide solutions.

## Helpful information

### Service category

Network

### Service availability

24/7/365

### Planned maintenance

Performed as required during non-peak hours.

### Related services

- [Mobile Device Management](#)
- [Virtual Private Network](#)
- [Telephony](#)
- [Transport and Connectivity](#)
- [Network Core](#)

### How to request service

Submit a request for service through our [Customer Portal](#).

### Service owner

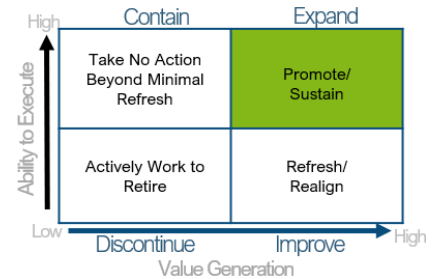
Brandon Archibald

- Weekly group calls for state CIOs and CISOs to provide updates on important and immediate issues and actions.
- Regular outreach to solicit feedback, provide updates and inform agencies on emerging projects, initiatives, and services.
- Requests for new consultations and modifications to existing applications.

## Action plan

### Current activity

- Refreshing Cisco 2700 series access points with new Cisco 9100 series access points.
- Consolidating the two statewide service set identifiers (SSIDs) into a single SSID named WaFi.
- Installing and configuring a new DNA Center appliance to replace Cisco Prime as a wireless management platform.

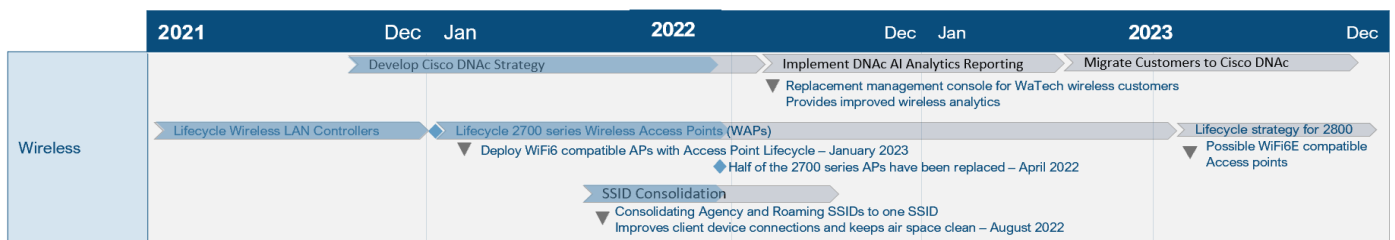


### One- to two-year goals

- Deploy a new customer management platform, Cisco DNA Center, to replace Cisco Prime.
- Complete wireless access point refresh for Cisco 2700 series access points.
- Expand the wireless subscriber base.
- Add the WaTech wireless service to the Network allocation model.
- Implement monitoring of the wireless core equipment and customer sites to provide KPI metrics for the wireless systems.

### Three- to five-year goals

- Research new access point hardware for the next refresh of Cisco 2800 series APs.
- Upgrade Cisco 2800 series access point hardware with new Cisco Wi-Fi 6E access point hardware. This upgrade will provide faster wireless speeds while supporting more devices per access point. This new wireless standard will have the added benefit of less noise in the wireless environment from other consumer devices such as microwaves, cell phone repeaters, cordless phones, Bluetooth devices etc.



## Service review and fully loaded services budget projection

### Revenue source

The Wireless service operates on a pay-per-use rate structure. Revenue received from this rate structure goes directly against the cost incurred to provide the service. The wireless service projects a growth of 180 devices a year between SGN and Non-SGN offerings.

### Net income over time

In 2022, the agency purchased access point replacements earlier than planned to achieve cost savings to the state.

