

		GEORGIA TECHNOLOGY AUTHORITY
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Synopsis:	Administering Enterprise and Agency open contracts for telecommunications systems and long distance services	

PURPOSE

The State of Georgia must be able to easily, reliably and economically communicate data and information to conduct state business. A unified statewide telecommunications network forms the basic infrastructure for how state agencies conduct business with each other, other government agencies, the commercial sector and the public. The goal is to manage the delivery of telecommunication systems services and reduce the aggregate operating costs.

SCOPE

All Agencies as that term is defined in O.C.G.A. Section 50-25-1.

STANDARD

- 1.0** As Georgia State Government's Telecommunications Provider, orders for telecommunication equipment or services except where noted below shall be placed and fulfilled through the Georgia Technology Authority (GTA) Telecommunications Division. This standard applies regardless of whether an agency is required to submit an Agency Project Request prior to placing any such order.
- 2.0** For any request, purchase, procurement or other acquisition of telecommunication equipment or services, agencies must comply with:

 - The Technology Review Policy issued jointly by OPB, GTA and the Department of Administrative Services (DOAS), and
 - The Rules, Regulations and Procedures Governing the Acquisition and Use of Telecommunications Services and Equipment issued jointly by OPB and GTA.
- 3.0** All decisions to purchase or otherwise acquire telecommunications equipment or services not addressed by the two policies cited above are

at the discretion of the purchasing agency and must comply with all procurement laws, enterprise policies or standards.

In reviewing and approving requests, as well as fulfilling orders, GTA shall consider the priorities of the state, with an emphasis on making communications efficient and cost-effective, as well as promoting the sharing of resources among agencies where feasible. To this end, GTA has created the following additional standards which apply to the acquisition of Voice Systems, Two Way Radios, Wide Area Network and Internet Connectivity.

4.0 Voice Communications

- 4.1 State agencies are required to use the GTA enterprise switching equipment and long distance services contract(s) for voice communication equipment and services. GTA may provide written delegation of authority for agencies to utilize these contracts without obtaining the services through GTA when GTA deems it can add no value to the receiving agency. In these instances, specific terms and conditions will be put forth in a Memorandum of Understanding between GTA and the agency receiving delegated authority.
- 4.2 State agencies shall share systems and services whenever determined by GTA to be feasible, cost effective, or otherwise in the best interest of the State.
- 4.3 GTA shall review design specifications, connectivity design and implementation for all voice communications systems regardless of cost. GTA's review is to ensure compatibility with existing equipment, networks, and systems and that the requested system is consistent with the requestor's needs.
- 4.4 Procurement of major systems and components to include, but not limited to Key Systems, digital and electronic telephone sets, Private Branch Exchanges (PBXs), Interactive Voice Response (IVR) systems, switches, voice messaging and Automatic Call Distributors (ACD) must be requested and approved by GTA regardless of cost. GTA's approval is to ensure compatibility with existing equipment, networks, and systems and that the requested system is consistent with the requestor's needs.
- 4.5 Connectivity to public switched telephone networks must be requested through GTA.
- 4.6 Agencies may purchase commodity items, such as headsets, analog telephone sets, handset cords, stations cords, etc., directly from the contract vendor without approval from GTA, provided the

purchase conforms with the enterprise policies and standards established by GTA.

4.7 GTA shall coordinate and manage:

1. Installation and maintenance of switching systems and station equipment,
2. Installation and maintenance of voice and data communications cable plant, and
3. Moves/adds/changes to switches and station equipment for all agencies statewide.

5.0 Two Way Radio Communications

5.1 New Radio Frequency (RF) requests must be submitted by the agency for approval by GTA. All radio station licenses are to be centrally managed and maintained by GTA, to include modifications and renewals. See attached document GTAFREQCOORD.doc.

5.2 Transmitter and receiver site design specifications and implementation for two-way radio base stations must be approved by GTA. GTA will manage and maintain centralized registration of antenna structures to ensure compliance with FAA and FCC regulations and provide guidance on posting of antenna structure registration (ASR) numbers at tower locations.

5.3 New Radio Device requests must be submitted by the agency for configuration validation by GTA Telecommunications Strategies. Agencies must submit purchase order requests to GTA Telecommunications Strategies for technology review per the terms and conditions of the enterprise contract for radio equipment, accessories and peripherals. The requirement for technical review by GTA Telecommunications Strategies is also extended to other Agency contracts (i.e. DPS – SouthernLinc; GBI – Motorola Astro; GTA – 800 MHz; etc.) Written approval from GTA Telecommunications Strategies for each purchase must accompany agency purchase order to the selected contract vendor. Additionally, a copy of such approval should be kept in the agency's purchase order file.

5.4 Purchases of new radio devices may be purchased directly by the agency using the Georgia Technology Authority's Two-Way Radio contracts after obtaining configuration validation from GTA. (Two-Way Radio Equipment Contract: [Go to http://gta.georgia.gov](http://gta.georgia.gov) and click on Procurement then Hardware Contracts (GTA000137).

5.5 The Two Way Radio Maintenance contract may be used for service, maintenance, and installation without approval from GTA. (Two-

Way Radio Maintenance Contract: Go to <http://gta.georgia.gov> and click on Procurement then Services Contracts (SWC-080703)

6.0 Wide Area Network (WAN)

- 6.1 State agencies connected to the WAN are required to use GTA's enterprise contracts for hardware and software services.
- 6.2 Agencies' hardware and software must be compatible with the GTA WAN. Hence, agency procurement of hardware or software that interfaces directly with the State's WAN, regardless of cost threshold shall be requested and approved through GTA. This applies to that portion of an agency's hardware and software that connects directly or indirectly to the WAN, i.e. intrusion detection devices, network sniffers, modems, etc... This requirement extends to equipment which may be used to temporarily connect to the WAN, such as laptop computers with network monitoring, sniffer or network scanning software. GTA's approval is to ensure compatibility with existing equipment, networks, and systems and that the requested system is consistent with the requestor's needs.
- 6.3 GTA shall own and be responsible for installations, upgrades, or enhancements to the state's WAN. GTA is responsible for final design specification, connectivity design and implementation for the state's WAN.
- 6.4 Any external access device or method such as modem dialup, telnet, or FTP, must comply with the system access control standards. In no case may any device or access method be used as a "back door" to bypass security requirements set forth or required by the Enterprise Security Policies.
- 6.5 Agencies must ensure that all hardware and software, used to connect directly or indirectly to the WAN, comply with the State of Georgia Telecommunications Standards.
- 6.6 Agencies which connect to nonstate networks must prevent direct access from that network to the state WAN by the use of an appropriate firewall or other appropriate access security protection appliance.
- 6.7 GTA shall coordinate and manage for all agencies:
 1. Provisioning of WAN hardware, software, and service contracts,
 2. Installation and corrective maintenance
 3. Reconfiguration of the WAN including moves/add/changes.

7.0 Internet Connectivity

- 7.1 The Georgia Technology Authority's (GTA) central enterprise Internet Services Provisioning contract for Internet services shall be used for Agency Internet connectivity in all geographic areas where Internet connectivity is available. All Internet traffic to and from the state WAN will be through a GTA maintained firewall.

8.0 System Access Control Standard

See Enterprise Security Policy

9.0 Video Communications

- 9.1 State agencies are required to use the GTA enterprise equipment, video communications network services contract(s) to acquire video communication equipment and video network services.
- 9.2 Video maintenance services may be acquired through the GTA video equipment enterprise maintenance contract. Agencies electing to secure video maintenance services from other than GTA enterprise maintenance contract provider(s) shall be required to subscribe to GTA's maintenance vendor for Conference Resolution Problem Solving level support service.
- 9.3 State agencies shall share systems and services whenever determined by GTA to be feasible, cost effective, or otherwise in the best interest of the State.
- 9.4 GTA must approve design specifications, connectivity design and implementation for video communications systems. GTA's review is to ensure compatibility with existing equipment, networks, and systems and that the requested system is consistent with the requestor's needs.
- 9.5 Procurement of "custom design" video communications systems must be requested and approved by GTA. GTA's review is to ensure compatibility with existing equipment, networks, and systems and that the requested system is consistent with the requestor's needs.
- 9.6 Connectivity to public switched telephone networks must be requested through GTA.
- 9.7 State agencies using "video over IP" connections to the WAN are required to use GTA's enterprise contracts for hardware and software services.
- 9.8 Agencies must ensure that all hardware and software, used to connect directly or indirectly to the WAN, comply with the State of Georgia Telecommunications Standards.

- 9.9 Agencies which connect to nonstate networks must prevent direct access from that network to the state WAN by the use of an appropriate firewall.
- 9.10 Agencies may purchase video communication items, such as small room systems, VCRs, video cameras, audio systems, etc., directly from the contract vendor without approval from GTA, provided the purchase conforms with the policies and standards established by GTA.

PROCEDURES

1.0 Installations Procedure for New Voice Equipment and/or Services

- 1.1 Agencies are strongly encouraged to contact the GTA Regional Project Manager and/or GTA Account Manager as soon as they determine there may be a need for GTA involvement in providing telecommunications equipment and/or services. GTA can provide advice and guidance regarding GTA services, lead times, and information the agency should provide.
- 1.2 Agency determines station count, features and options, line appearances, physical location and anticipated growth, etc. Consultation with the GTA Regional Project Manager is recommended to remain current with the technology and available options.
- 1.3 Agency completes Work Order Request Form and submits the Work Order Request Form to GTA Telecommunications Division. An office floor plan sketch with physical locations for wall or floor jacks and ceiling drop locations indicated must be included. Formal blue prints are required for new or renovation construction.
- 1.4 When requested, GTA will provide price quotations for the provisioning and installation of the required material to the agency. The price will include all equipment and estimated labor cost, unless otherwise agreed upon.
- 1.5 Agency responsibilities and requirements for implementation will be provided to such agency in writing via a proposal and must be met for service provisioning.
- 1.6 Agency shall approve, modify, or reject price quotations submitted from GTA. Rejection of price quotations may result in a vendor expense to the state. Such vendor expenses will be passed along to the requesting agency.

- 1.7 Upon completion of the service, the agency should fill out the performance review sheet provided and return it to GTA's Telecommunications Regional Manager.

2.0 Installations Procedure for New WAN Equipment and/or Services

- 2.1 Agencies are strongly encouraged to contact the GTA Regional Project Manager and/or GTA Account Manager as soon as they determine there may be a need for GTA involvement in providing WAN connectivity solutions and/or services. GTA can provide advice and guidance regarding GTA services, lead times, and information the agency should provide.
- 2.2 Agency determines workstation count, printer and other peripherals required. Agency will determine minimum and maximum required throughput in kilobits per seconds (Kbps) along with physical location and anticipated growth. Consultation with the GTA Account Managers and Telecom Project Managers is recommended to remain current with the technology and available options.
- 2.3 Agency completes Data Communications Service form (DCS) and submits it to GTA Telecom Project Management Office. The DCS form is reviewed by project manager, additional information is gathered from customer, and the completed form is submitted to the Customer Service Center for generation of work assignments.
- 2.4 Georgia Technology Authority will provide price quotations for the provisioning and installation of the required material to the agency. The price will include all equipment and estimated labor cost, unless otherwise agreed upon.
- 2.5 Agency responsibilities and requirements for implementation will be provided to such agency in writing and must be met for service provisioning.
- 2.6 Agency shall approve, modify, or reject price quotations submitted from GTA. Rejection of price quotations may result in a vendor expense to the state. Such expenses will be passed along to the requesting agency.

3.0 Moves, Adds, Changes, Disconnects, and Repairs Procedure - Voice

- 3.1 Agency provides GTA with information containing type of equipment currently in use, detailed descriptions of work, physical

location and contact name, and telephone number by completing a Work Order Request Form.

- 3.2 Agency submits the Work Order Request Form to GTA Telecommunications Division. An office floor plan sketch with physical locations for wall or floor jacks and ceiling drop locations indicated must be included if required.
- 3.3 When requested, GTA will provide price quotations for the provisioning and installation of the required materials to the agency, unless otherwise agreed upon.
- 3.4 Agency responsibilities and requirements for implementation will be provided to such agency in writing and must be met for service provisioning.
- 3.5 Agency shall approve, modify or reject price quotations submitted from GTA. Rejection of price quotations may result in a vendor expense to the state. Such expenses will be passed along to the requesting agency.
- 3.6 The agency is responsible for all modifications to the facility required for the implementation of the service.
- 3.7 Upon completion of service, agency should fill out the performance review sheet provided and return it to GTA's Telecommunications Regional Manager.

4.0 Moves, Adds, Changes, and Disconnect Procedure WAN

- 4.1 Agency provides GTA with information containing type of equipment currently in use, detailed descriptions of work, physical location and contact name, and telephone number by completing a Data Communications Services form (DCS).
- 4.2 Agency completes Data Communications Services form (DCS) and submits it to GTA Telecom Project Management Office. The DCS form is reviewed by project manager, additional information is gathered from customer, and the completed form is submitted to the Customer Service Center for generation of work assignments.
- 4.3 When requested, GTA will provide price quotations for the provisioning and installation of the required materials to the agency, unless otherwise agreed upon.
- 4.4 Agency responsibilities and requirements for implementation will be provided to such agency in writing and must be met for service provisioning.

4.5 Agency shall approve, modify or reject price quotations submitted from GTA. Rejection of price quotations may result in a vendor expense to the state. Such expenses will be passed along to the requesting agency.

4.6 The agency is responsible for all modifications to the facility required for the implementation of the service.

AUTHORITY

- O.C.G.A. Section 50-25-1 et seq.
- O.C.G.A. Sections 50-25-4(a) (11), (15), (22), (28), & (29).

ENFORCEMENT

Failure to adhere to these standards may render any resulting contracts void and of no effect.

TERMS AND DEFINITIONS

Firewall - A combination of hardware and software designed to prevent outsiders from accessing an internal network while allowing internal customers to access outside networks.

LAN - A Local Area Network is a private wiring network. For purposes of this document, LANs generally serve a single agency or office.

WAN - A Wide Area Network spans a relatively large geographical area. Computers connected to a wide area network are often connected through public networks, such as the telephone system as well as private leased lines. A WAN also provides the mechanism for users on one agency's LAN to communicate with users on a different agency's LAN. For purposes of this document, the State of Georgia's WAN is that Wide Area Network that acts as the backbone for interagency electronic communication, and is installed and maintained by the Georgia Technology Authority.

System – The use of the term system refers to a major component or an integrated group of interrelated, or interdependent, interacting elements which forms a complex whole infrastructure.

Commodity – Commodity refers to individual products that can serve as end item. For example, Fax machines, copiers, scanners, and other items that can operate in a similar manner.