

## State of Wisconsin: BadgerNet Transformation Playbook

BadgerNet is Wisconsin's statewide network serving all 72 counties by providing wide area network, Internet transport, and video applications to state government and educational entities.

The purpose of the playbook is to provide you with a high-level understanding of what will occur during your BCN to BadgerNet Transformation.

**To clarify the contents of the playbook below are some common acronym and definitions.**

**AT&T Field Technician**

On-site technician will install the Juniper switch and will swing the existing BCN network cables to the new BadgerNet Juniper device.

**Bridge**

On the day of customer site transformation, all participants will dial in using the bridge information sent in the transformation scheduling invite by AT&T

**CORE BadgerNet Provider Edge (PE)**

This is backbone network that supports the BadgerNet Network

**Data Test and Activation Center (DTAC) Engineer**

The AT&T DTAC engineer will lead and instruct the team through the BadgerNet Transformation steps.

**New BadgerNet Device**

Juniper - Model 2300 – switch

**Standard Days and Hours for Scheduling Site Transformation**

Monday – Friday (8-4:30pm) Central Time

**State of Wisconsin (SoWI)**

**Telco Network Termination Equipment (NTE)**

Telco Circuit Equipment

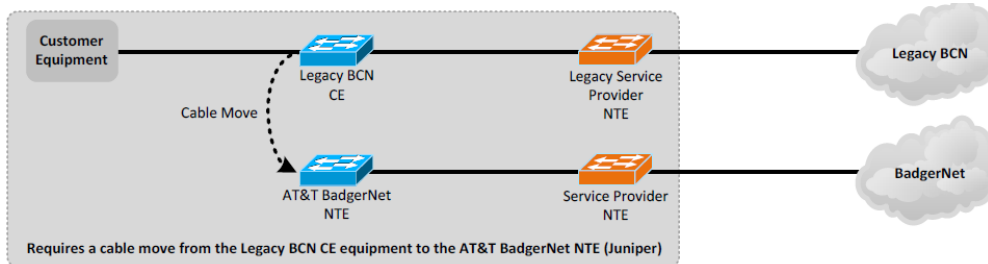
**Test and Turn Up (TTU)**

Installation of juniper switch and testing connectivity on day of customer site transformation from legacy BCN to BadgerNet

## User Acceptance Testing (UAT)

Customer testing to validate applications are working properly

Diagram represents the physical change that will occur during the BadgerNet Transformation.



To reduce downtime between the BCN to BadgerNet Transformation, the existing BCN connection will remain in use until the new BadgerNet circuit is tested. The Test and Turn Up (TTU) window is 3 to 4 hours, however, the customer outage time is expected to be approximately 30 minutes, beginning at Step 11 below.

### Day of Transformation Scheduling:

**TEACH and Authorized Users:** AT&T will work with the specified customer contact to schedule the appropriate date and time for transformation.

**State Agencies and Shared Sites:** AT&T will work with the DOA DET Deployment Team to schedule the appropriate date and time for their transformation.

Once the BadgerNet circuit is tested and confirmed the DTAC will work with the customer to move the traffic from legacy BCN over to BadgerNet.

## What to expect during the BadgerNet Transformation

1. DTAC will open the bridge at the start time on the meeting invite
2. AT&T Field Technician will arrive on site and follows access instructions (Tech may arrive 15-30 minutes prior to start time to gain access and be ready to proceed at the designated start time)
3. AT&T Field Technician will dial into the bridge to confirm arrival
4. AT&T Field Technician will install the Juniper Switch and run the appropriate patch cable to the Telco NTE device.
5. AT&T Field Technician will advise DTAC once the Juniper switch is installed and ready for circuit testing
6. AT&T Field Technician will power up the Juniper switch

7. AT&T Field Technician will be prepared to assist DTAC with remote access if configurations are required, this will be done through on-site tech laptop.
8. DTAC will test/validate the circuit connectivity
9. DTAC will confirm circuit testing was successful
10. DTAC will validate Juniper switch configuration
11. On-Site technician will identify customer LAN cable (inside cabling) as either new or reuse. Once the cable is identified the on-site Technician will either swing the connection from the existing BCN or plug-in the new cable into the assigned port. The port will be assigned by DTAC (**Customer traffic will cease during step 11**)
12. DTAC will advise WindStream to shut down the associated interfaces on BCN
13. DTAC will add the IPs to BadgerNet
14. DTAC will ask the customer to confirm end-to-end connectivity
15. DTAC & customer will confirm WAN configuration is successful
16. DTAC will advise customer to begin UAT
17. Customer will conduct their User Acceptance Testing (UAT)
18. Customer will confirm that UAT was successful
19. DTAC will close the bridge

## Post Transformation Communications and Closure Procedures

1. The AT&T Project Management Team will email status of the BadgerNet Transformation to the SoWI Project Team.
2. Successful BadgerNet Transformation will receive “Welcome to BadgerNet” Email within 24 hours
3. Unsuccessful BadgerNet Transformation will be assigned to an AT&T Project Manager to resolve, communicate status updates and reschedule upon resolution closure.

AT&T Field Technician and DTAC will work to make the BCN to BadgerNet Transformation a smooth process, but if something does not go as planned, we have created “what to do if” scenarios and an escalation matrix at the bottom of this document. Note: The escalation matrix can be followed from top to bottom, your AT&T LCM team is always available to assist.

## What to do if?

### **If the bridge is not opened or if DTAC is not on the call after 10 minutes from the start time.**

- 1) If the TTU is during standard business hours M-F (Available M-F 8 am-4:30 pm CST) call 888-649-9952
- 2) If after hours, please use escalation matrix listed below.

### **If the On-Site Technician has not joined the bridge after 10 minutes from the start time.**

- 1) DTAC will call the on-site technician to verify his/her location. If the on-site technician does not respond DTAC, will escalate to the appropriate AT&T party to determine on-site technician whereabouts.
- 2) If this does not resolve the issue, please use the escalation matrix listed below.

### **If additional configuration changes are required, and they were not on the script.**

DTAC will work to resolve with the Managed Router Service (MRS) Lead Engineer.

### **If the circuit is not coming up?**

DTAC will troubleshoot and work with the appropriate Telco. If troubleshooting does not resolve the issue, DTAC will open Telco trouble ticket, TTU will be canceled, and your AT&T project management team will be made aware of the situation.

AT&T Project team will track and regularly send status to the SoWI project team members. Once the issue is cleared, AT&T will work the customer to reschedule the event.

### **If the BadgerNet Transformation or UAT are unsuccessful?**

DTAC will troubleshoot and work with the customer to determine the source of the issue. If troubleshooting exceeds 3 hours, a rollback will be performed to return the site back to BCN.

- If the customer LAN cable has been moved to the Juniper, the onsite technician will swing the cable back to BCN equipment.
- DTAC will remove IP addressing from CORE BadgerNet PE and shut down the interface
- WindStream will re-enable associated sub-interface on BCN PE
- Customer will re-test connectivity to all applications including Internet, if applicable

## AT&T Escalation Matrix

MRS Engineer Team			
1	Titus Malik - Engineer	TM433K@att.com	(816) 200-5560
2	Jan Karabinos - Engineer	JK767S@att.com	(612) 376-6736
Lifecycle Management (LCM) Team			
3	Vince Jackson - Engineer	VJ2843@att.com	(630) 372-6721
4	Ed Menso – Architect	EM1483@att.com	(847) 274-5416
5	Project Manager - Tom Scales	TS7232@att.com	(248) 424-5026
6	Program Manager - Trish Feldmeier	PA2929@att.com	(520) 509-4276
7	LCM Director - Asim Alavi	AA1202@att.com	(248) 225-5481
8	Director - Nelson Paschke	NP2689@att.com	(847) 836-4286