

Service Description

Wireless as a Service is the IT Enterprise Wireless hosted network which allows customers to connect laptops and devices to their data via a wireless interface. This service is an all-inclusive enterprise level wireless LAN solution that offers guest, employee, voice and location based services with 24/7 target availability.

Coverage is 3 tiered:

- Broad coverage – small number of users with low throughput, i.e. public hot spot, warehouse
- General data use – most common, general computing with robust data performance
- High capacity use (Voice) – maximum capacity, high bandwidth users, i.e. location and tracking service.

A Wireless as a Service customer might also be interested in these services:

- Secure Authentication Services
- Ohio One Network

Customer Benefits

- **Cost-Savings** - The customer will save money by not incurring additional expenses for personnel and equipment associated with monitoring and maintaining the service. Avoids cellular network data charges. eRate eligible for next fiscal year.
- **Efficiency** - This service is delivered in a manner that requires fewer resources (i.e. cost, labor, time, etc.) to meet the operational demands of the customer. Agency access between state facilities or locations. Access to agency specific documents and portals
- **Security** - Ohio One Network connectivity with security and governance. Employee wireless network requires user authentication and includes:
 - State managed devices (in ID domain) authenticated with AD integration
 - State managed mobile devices authenticated with MAC address
 - Contractor devices authenticated with MAC address

OIT Provides

- A site survey
- Installation of access points
- Low voltage cabling to access points
- Wireless LAN Network Access hardware
- Connection to a wireless LAN controller
- Secure cloud based management

Maintenance Schedule

All routine network maintenance and changes will be performed during the standard maintenance window, which is each Sunday from 12:00 AM – 6:00AM, Eastern Time.

Incident Response & Resolution

As a primary service, Wireless as a Service support staff is available 24 x 7 for both incident reporting and resolution. Staff will respond to the customer within 30 minutes of a reported incident. Customer involvement is essential to resolving issues; therefore, the customer will need to provide a Technical Contact resource. With collaboration from the customer and vendor resources, staff will commit to resolve the incident within 4 hours.

Service Objectives

Category	Evaluation Criteria	Target
Availability	Wireless as a Service uptime	99.9%
Incident Responsiveness	Wireless as a Service support staff responds to the customer (i.e. acknowledges and confirms receipt of incident ticket) within 30 minutes.	100%
Incident Resolution	Wireless as a Service support staff resolves incident within 4 hours.	99%

Customer Requirements

- Maintain agency and service contact lists via the IT Enterprise Services portal at: <http://itenterprise.ohio.gov>
- Place service order via the OIT Enterprise Service Catalog
- Update global platform through desktop deployment
- Procure and pay invoices through SSI/RF-Works

Additional Information

For more information on this service contact the **Customer Service Center** at CSC@ohio.gov or visit the **IT Enterprise Services** portal to place an order at <http://itenterprise.ohio.gov>. Rate information for this service can be found on the [DAS OIT IT Business Office](#) site.