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## Service Announcement

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February 16, 2016

**TO:** WaTech Telecommunication Network County Customers

**FROM:** Mark Quimby  
Enterprise Data Networks  
Telecommunications Services Division

**SUBJECT:** Redesign and refresh of Inter-Governmental Network (IGN) – Phase 1

The Intergovernmental Network (IGN) is a private network with known endpoints that enables Washington state counties, cities, federal agencies, tribes, health districts, and other authorized customers to securely connect to managed gateways and applications owned by the state. This network allows application access and information sharing across all levels of government. The IGN has a physical network aggregation presence in all 39 Washington counties and other select locations and governmental entities.

This notice is intended to communicate our work plans for Phase 1, to the counties WaTech serves. This work includes three distinct activities. One or more of these activities is expected to impact each IGN customer listed in this bulletin. These activities were announced and discussed at the Fall Association of City and County Information Services (ACCIS) conference in October of 2015:

- A) Circuit upgrades for the WaTech owned aggregation circuit to the main point of presence (POP) in each of the 39 counties.
- B) Hardware replacement for the WaTech owned aggregation device at each of the main POP in each of the 39 counties.
- C) Removal of Internet Service offering to IGN customers.

Phase 1A – work is already underway to increase the majority of the WaTech owned aggregation connections, servicing the main POP in each county, to 100M. It is WaTech's goal to have all circuits ordered by the end of June 2016.

Phase 1B – work is underway to replace the main provider edge (PE) aggregation device at each county POP. Many of the existing devices will reach the vendor 'end of support' date this year. WaTech has set a goal of the end of October 2016 to have these devices replaced.

Phase 1C – WaTech will remove and disable the service offering that has provided some IGN customers with Internet connectivity. WaTech plans to complete this effort by December 31, 2016.

Impacts may vary on a case by case basis, but are likely to include a coordinated, scheduled and brief outage to re-connect services for each customer site.

We plan to provide specific details to each affected customer by March 31, 2016.

**WaTech Contacts:** For questions or comments, please contact Mike Lilly at 360-407-9091 [mike.lilly@watech.wa.gov](mailto:mike.lilly@watech.wa.gov) or the WaTech Service Desk, 360-753-2454 or 888-241-7597 or [servicedesk@watech.wa.gov](mailto:servicedesk@watech.wa.gov)