WISCNET Services Guide

July 2013–June 2014

CONNECTING PEOPLE

WiscNet

CONNECTING STRATEGIES

WiscNet Services Guide

O ur WiscNet member institutions belong to the only advanced statewide network in Wisconsin for education, research, and public service. Our members govern the nonprofit association that operates WiscNet.

Membership in WiscNet gives access to a growing set of member-designated and governed services. Our network access service is expressly designed to provide the capacity, robustness, technical support and exclusive advanced network access (e.g. to Internet2-connected higher education, K12, museums, and libraries) that education, research, and public service need for demanding network-based applications.

Growing People

WiscNet connects people. We create opportunities for our community to grow collaborations and share strategies. We work together to articulate needs and then we build connections, advance strategies and create services that solve the real-world problems of our members. A well-designed "people network" lets the entire WiscNet community make simple and intuitive use of our most valuable resource: each other.

Growing Networks

During our twenty-plus years together, our members have grown and advanced network capable of moving tens of gigabits per second around Wisconsin and beyond. We will continue to grow our shared network, as well as take strategic steps forward by growing other high-performance networks. We will help the WiscNet community, public and private, grow more networks capable of moving hundreds of gigabits per second, enabling Wisconsin and our communities to advance.

Growing Services

Our members trust our association to deliver and sustain a robust, cost-effective network. By relying upon and prudently developing this trust among our members, we want to grow new services that will make full use of an advanced ubiquitous network infrastructure. While the network will remain the top priority, we will take a fresh analysis of our core competencies in order to develop new services for and beyond the network.

We connect the World to Wisconsin and Wisconsin to the World!

This guide is a comprehensive list of services available to members.

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WiscNet Membership Services

WiscNet connects people. We create opportunities for our community to grow collaborations and share strategies. We work together to articulate needs and then we build connections, advance strategies and create services that solve the real-world problems of our members.

How does an organization become a member?

Membership in WiscNet is open to educational institutions and associations, libraries and associations, governmental organizations, hospitals and other healthcare providers, and other non-profit institutions. New members sign an annually-renewable Membership Memorandum of Understanding that describes the roles, responsibilities and fees. Our elected Board of Directors reviews and decides each such membership application. To discuss an application for membership, including our common purposes, the services that you're likely to use and corresponding fees, please contact John Pederson, Educational Technology Liaison, by email at johnpederson@wiscnet.net.

Do we need to purchase Network Access service to become a member?

No! WiscNet is an educational community and the benefits of this community reach far beyond network services.

What benefits do I get as a member of a research and education organization?

The people in a WiscNet member organization participate in a statewide community of like-minded people with similar questions, problems and missions. WiscNet membership has many benefits:

- An alliance of peers working on topic-centered research and development projects which affect teaching, system architecture and network
- A support team of technicians and educators that keep research, education and public service at the heart of every mission
- Statewide and national impact on educational technology
- Collaboration and networking spanning our entire membership from grade school to higher education, from libraries to local government and from teaching and learning to network technologies

WiscNet Membership

WiscNet Membership is arguably our most important service. Tapping into the WiscNet membership as a service or resource has proven to be an invaluable asset to the people that our membership organizations service. During our twenty-plus years, we've seen firsthand how a high degree of personal connection can become the strength needed to drive innovation and change. We add value to the community by creating opportunities for our members to connect and work together.

Service Price: $1,000/year annually renewable

WiscNet Future Technologies Conference

WiscNet's Future Technologies Conference is a two-day conference during the spring in Madison. We invite provocative keynote speakers along with members of the WiscNet community to push attendees' thinking forward as it relates to topics ranging from teaching and learning to advanced networking. Designated Member Representatives receive free registration.

Service Price: $0 Member Representative, $175 Others

WiscNet Third Thursday Webinars

Interested in how your fellow members are implementing technology solutions in their organizations? WiscNet members can participate in our WiscNet Third Thursday Webinars. These are a series of web conferences that focus on educational and networking technology topics. All sessions are held on the 3rd Thursday of each month from 2–2:30 p.m. and are free for WiscNet members.

Service Price: Included in WiscNet Membership

WiscNet Technical Consulting

WiscNet Technical Support staff regularly assists members with network related issues for which WiscNet may not have a specific service offering. Not all consulting issues are large in scope, and difficult in the extreme. Perhaps you'd like to register a domain name for which WiscNet is not authoritative, but have no idea how to go about it. We can consult with you do it for you, or walk you through the process so you can do it for yourself the next time.

Service Price: Pricing varies.
Contact Kika Barr at barr@wiscnet.net for information and pricing.

WiscNet Professional Learning

Beginning in 2013, WiscNet is partnering with Michigan's research & education network, Merit, to provide a variety of professional training opportunities. Together, WiscNet and Merit seek to help maximize members' training resources by presenting training courses in key technical areas. These courses are presented in partnership with professional training organizations that bring their specialized offerings to WiscNet members. By sponsoring courses in this way, WiscNet is able to provide essential technical training to its membership in a way that lowers the overall price and provides specialized training locally.

Service Price: Varied
See http://www.wiscnet.net/content/wiscnet-professional-learning for upcoming opportunities and pricing.

WiscNet Network Services

WiscNet's Network Services take advantage of our multi-state network that is the foundation for our WiscNet community and the services we share. We strategically acquire and light optical fiber that allows us to operate a highly scalable and economical backbone network.

WiscNet maintains an extremely high-speed, scalable and robust backbone that provides redundant core routing for use by research, education and public service organizations. We obtain wholesale commodity Internet connectivity on 10-gigabit interfaces in Chicago and Kansas City from various national providers.

WiscNet exchanges network by peering with others in the education, research, and commercial environments. These include the Federal Department of Energy's ESNET, National LambdaRail, Internet2, Google, and Yahoo. Additionally, WiscNet lowers costs to our members by participating in several regional and national networks, including BOREAS-Net, the Northern Tier Network Consortium, the Great Plains Network and the Chicago OmniPoP. Finally, WiscNet uses multiple Akamai clusters in our backbone that provide a better end user web experience by maintaining local copies of high-demand content.

ORGANIZATION TYPE	STUDENT ENROLLMENT/ EQUITY FACTOR	ANNUAL FIXED NETWORK PARTICIPATION FEE
K–12 Education (DPI Enrollment)*	1–199	$5,000
	200–399	$5,500
	400–599	$6,000
	600–799	$6,500
	800–999	$7,000
	1,000–1,199	$7,500
	1,200–1,399	$8,000
	1,400–1,599	$8,500
	1,600–1,799	$9,000
	1,800–1,999	$9,500
	2,000–2,499	$10,500
	2,500–2,999	$11,500
	3,000–3,999	$13,000
	4,000–4,999	$14,500
	5,000–5,999	$16,000
	6,000–9,999	$18,000
	10,000–19,999	$22,000
	20,000–49,999	$35,600
	50,000 and up	$96,400
Municipality / County Government (population)*	1–24,999	$5,000
	25,000–99,999	$6,000
	100,000–149,999	$7,000
	150,000–224,999	$7,500
	225,000 and up	$8,500
CESA	All	$5,500
Library*	Library System: 4%–5%	$7,500
	Library System: 5.1%–9.9%	$8,300
	Library System: 10%–11%	$8,700
	Library System: 12% and up	$12,900
	SWITCH System	$5,000
	Individual Libraries	$5,000

Here's why that matters.

In 2009, WiscNet set the Network Access Service fees based only on mission and size of WiscNet member organizations. A corresponding network participation fee schedule was developed for all current and prospective WiscNet members. These decisions built on WiscNet's "Grow Smart" strategy by completely eliminating bandwidth metering. We do not measure Internet usage, nor we set limits or cap the amount of data our organizations use. We want our members to use and grow into their full capacity at no additional WiscNet cost. For an annual fixed fee, WiscNet will provide unlimited Internet transit. When organizations increase Internet transport capacity ("bandwidth" ordered from TEACH/BadgerNet, Charter, Time Warner, or by building a Community Area Network), the annual WiscNet Network Access Service fee will NOT increase. WiscNet's Network Access Service is E-rate eligible.

In 2005, the WiscNet Board approved a strategic plan to become a membership organization with a membership fee. While this fee was integrated into our network access fee in the past, the board approved splitting the fees into separate "membership" and "network access" fees beginning in 2010. The required annual membership fee is $1,000 for all WiscNet members. This fee is not eligible for E-rate discount.

The Network Access Fees listed above are applicable for the 2013-2014 school years.

ORGANIZATION TYPE	STUDENT ENROLLMENT/ EQUITY FACTOR	ANNUAL FIXED NETWORK PARTICIPATION FEE
UW Campus	1–3,999	$30,000
	4,000–5,299	$40,000
	5,300–6,299	$70,000
	6,300–6,999	$85,000
	7,000–9,999	$90,000
	10,000–14,999	$100,000
	15,000–34,999	$330,000
	35,000 and up	$780,000
Technical College Campus	1–2,999	$10,000
	3,000–5,999	$20,000
	6,000–9,999	$30,000
	10,000 and up	$40,000
Private College	1–499	$6,000
	500–999	$7,500
	1,000–2,999	$14,000
	3,000 and up	$17,000
Specialized	Community Care of Central Wisconsin	$5,500
	Meriter Hospital	$5,500
	Milwaukee Museum	$6,000
	Pier Wisconsin	$5,000
	UW–Superior Not-for-profit	$5,000
	Wisconsin Dept. of Military Affairs	$11,000
	State of Wisconsin	$175,000
	Westosha Special Education	$5,000
	UW System Adminstration	$5,000
	UW–Extension	$15,500
	UW Colleges	$120,000
	Wisc. Technical College System Admin.	$5,500

WiscNet Local Network Checkup and Monitoring for Schools

The WiscNet Network Checkup Service provides members with a network checkup service using PathSolutions network monitoring software. The checkup service runs at the member's site for one week and provides an easy to use monitoring tool that delivers actionable information for the member on the health of their local area network by diagnosing hardware ports on network devices. The tool quickly tells the member where, when, and why problems occur and recommends how to fix them in plain English. WiscNet Technical Support Staff will assist in the interpretation of the results, when needed, to ensure members understand the diagnosis.

Service Price: WiscNet Network Checkup can be done in two ways.

1. **WiscNet Local Network Checkup for Schools.** We can ship a laptop configured with the software. You scan your network over a period of two weeks and return the laptop. Pricing is based on the number of ports, with a max price set below.

2. **WiscNet Local Network Monitoring for Schools.** If you are interested in scanning throughout the year, see the "Yearlong Network Monitoring" pricing.

Student Enrollment	WiscNet Local Network Checkup for Schools	WiscNet Local Network Monitoring for Schools	VoIP & Network Monitoring
50 to 500	$1 per port, max of $1,500	$2,500	$3,000
501 to 2000	$1 per port, max of $2,000	$3,000	$3,600
2001 to 5000	$1 per port, max of $2,500	$3,500	$4,200
5001 to 10,000	$1 per port, max of $3,000	$4,000	$4,800
10,000 to 20,000	$1 per port, maximum of $3,500	$4,500	$5,400

WiscNet Domain Name (DNS) & Network Time Protocol (NTP)

Domain Name System (DNS) is a database system that translates an IP address into a computer's fully qualified domain name, allowing you to remember addresses with names, not numbers. WiscNet is authoritative for the k12.wi.us domain, lib.wi.us and tec.wi.us domains. All institutions using those domains need to register them through WiscNet regardless of whether they are WiscNet members or not. WiscNet hosts DNS zones of all kinds (.com, .edu, .org etc), and provides DNS technical support for its members.

Service Price: Included in WiscNet Network Access

WiscNet Internet2 Partnership

We're connecting Wisconsin schools to this nationwide initiative where organizations from K12 school districts through universities can help shape and develop Internet2, the next generation Internet.

Service Price: Included in WiscNet Network Access

WiscNet Dual Connections

If you are considering two circuits to WiscNet (ex: Charter and BCN), we recommend that you discuss your options with WiscNet Technical Support. You have two main configuration options.

Service Price: $200 one-time setup fee

WiscNet Community Area Network Services

Community Area Networks are local economic development opportunities through 21st century tech-nologies. They create a platform for community-based services to make the public sector more efficient and the private sector grow locally through advanced networking.

Service Price: Service pricing varies.
Contact Andy Bernstein bernstein@wiscnet.net or Jim Young jyoung@wiscnet.net for details.

WiscNet Storage Services

Wisconsin's schools, local governments and other public service organizations can now look to the cloud for their data backup storage needs. WiscNet has created an online data backup service that allows its members to copy critical data over the network to an offsite location.

WiscNet MasStore File Box

Use the MasStore FileBox service and your WiscNet connection to store and retrieve your critical data off-site.

Service Price: If interested in the MasStore File Box, contact Kika
Barr at barr@wiscnet.net for details and pricing.

WiscNet Security Services

WiscNet helps keep data and network secure. We can provide a WiscNet managed firewall, or manage one you already own. We can also help discover vulnerabilities on your servers with the Nessus scanner. WiscNet also uses our community buying power to offer reduced rates on SSL certificates.

WiscNet Nessus Security Scan

The Nessus Security Scanner is software that will remotely audit a given network address and determine if it is vulnerable to intrusion.

Service Price: Included in WiscNet Network Access Service

WiscNet Managed Firewall

Reduce your risk of network intrusion and free up your resources so you and your staff can concentrate on other important things.

Service Price: $1,990 WiscNet owned
$1,575 member owned — $500 one-time startup fee

WiscNet SSL Certificates

Protect your sensitive web application logins and data, including your Skyward web server, with GeoTrust and Verisign SSL certificates from WiscNet.

	1 YR	2 YR	3 YR	4 YR
GeoTrust Quick SSL Premium	$97	$169	$233	$313
RapidSSL Wildcard	$141	$246	$353	$458
GeoTrust TrueBusiness ID	$117	$202	$288	$382
GeoTrust TrueBusiness ID Multi-Domain	$228	$406	$581	$756
GeoTrust TrueBusiness ID Wildcard	$468	$819	$1170	$1521
GeoTrust TrueBusiness ID with EV	$260	$455	n/a	n/a
Verisign Secure Site	$317	$636	$901	$1137
Versign Secure Site Pro	$1007	$1697	$2386	$2798

WiscNet Web Services

To help comply with E-rate requirements, we provide a continuously updated, high-performance filtering service to block sites, content and services that you deem inappropriate. We can also host your website, freeing you from maintaining a web server while giving you full control of the content. We can also work with you to setup and maintain email lists and serve as a mail relay for devices on your network.

WiscNet Web Content Filtering

To help you comply with E-rate requirements and to customize web access to fit your organization's standards, WiscNet offers Web Content Filtering. Web Content Filtering is the process by which requests for sites on the Internet are inspected and then allowed or denied based on a set of "filtering" criteria. WiscNet offers a local filtering solution from Trustwave that combines filtering and reporting in one unit.

Service Price: 20% of WiscNet Network Access fee
$1,600 annual hardware fee
$300 one-time startup fee

WiscNet Web Hosting

WiscNet will host a member organization's web site, freeing the member up from the burden of maintaining a web server on their LAN, but leaving them in full control of the content.

Service Price: GB included in WiscNet Membership,
each additional .5GB = $100

WiscNet Mail List

WiscNet provides email list services hosting free to members who want to create and manage their own electronic mailing lists. WiscNet offers archiving for mailing list content. An administrator is appointed to control the list and act as WiscNet's point of contact for support, training, and maintenance. Mail lists can be open (users subscribe themselves) or closed (administrator manages subscriptions).

Service Price: Included in WiscNet Membership

WiscNet Mail Relay

As organizations move to cloud-based email hosting, often these services will not support mail relay from devices such as printers, copiers, and fax machines. WiscNet can help by setting up mail relay services for your organization.

Service Price: Included in WiscNet Membership

WiscNet Data Center Services

Chippewa Valley Technical College (CVTC) recently built a new Data Center in Eau Claire, Wisconsin, and have partnered with WiscNet to offer hardware colocation services for all WiscNet members.

Service Price: Contact Craig Stephenson
at craig.stephenson@wiscnet.net for pricing details.

WiscNet Upcoming Services

By paying close attention to our members and community, we know there are researchers, teachers, staff and individuals interested in other services. As we look to the future, members may consider using WiscNet to provide new services.

WiscNet Fiber Management Database Services

WiscNet is working with the City of Madison and the Madison Unified Fiber Network (MUFN), preparing to implement a service model where WiscNet will map/inventory the fiber assets of Community Area Networks in various regions. For more information, please contact Craig Stephenson at craig.stephenson@wiscnet.net.

Service Price: TBD

WiscNet End-to-End Network Service

WiscNet is currently working with a small group of rural K12 schools in piloting an E-rate-eligible lit fiber service. Shaun Abshere and Jim Young at WiscNet will feature their findings at the WiscNet Future Technologies Conference 2013 in a session titled, "Come On, Baby, Light My Fiber." For more information, please contact Craig Stephenson at craig.stephenson@wiscnet.net.

WiscNet See Vogh Video Conferencing

WiscNet is currently working with a group of WiscNet members in testing See Vogh (https://seevogh.com). SeeVogh.com represents a focused evolution of HD, multi-party, video conferencing from the research and academic community to the mass market. With a simplified interface and a cloud-based architecture, SeeVogh provides high-end, video collaboration and standards based interoperability at a price point which is orders of magnitude less than traditional solutions and even other software solutions. If you are interested in piloting See Vogh, please contact Craig Stephenson at craig.stephenson@wiscnet.net.

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