

# Connectivity and Mobility Services: Wireless Access

Service Description Version 1.00

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## Purpose

This Enterprise Service Description is applicable to **Wireless Access** that is part of the **Connectivity and Mobility Services** product set offered by MN.IT Services and available in the MN.IT Service Catalog. This description provides **State of Minnesota** customers with specific expectations regarding features, benefits, delivery parameters and support of the IT services included in this Connectivity and Mobility Service.

## Overview

MN.IT **Wireless Access** services allows laptops, tablets, and other wireless (Wi-Fi) capable devices to access MN.IT Services managed wireless networks.

This service can provide Wi-Fi connections in two ways:

- Guest access that provides temporary, same business day, access to visitors while on-site at customer locations.
- Subscribed regular access provides longer term Wi-Fi connections to devices that require them. For example, a contractor who will be onsite for several days, or an employee with a Wi-Fi enabled device.

## Benefits

Wireless Access services improve business efficiencies and increases worker productivity which drives cost savings. With standard deployment and management tools along with innovative features, wireless access services provides for security by controlling access to internal networks and enables a consistent user experience in accessing network connections within an organization.

The top benefits of Wireless Access services are:

- **Improves Productivity:** Enables end users to be mobile within an office location and still have secure access to internal networks.
- **Supports Network Security:** Provides a simple, safe and secure means to provide Internet connectivity to visitors such as consultants, vendors and business partners.
- **Saves Cost:** Provides cost-effective data connections to mobile computing devices thereby reducing data usage on cellular data capable devices.

## Standard Features

This section describes the standard features of Wireless Access services. Where applicable, customer options are noted, along with feature limits and the responsibilities of MN.IT Services. This is a fully managed network solution that includes:

- Provisioning through MN.IT Service Catalog.
- 24x7x365 support via the MN.IT Service Desk for reporting incidents or making service requests.
- Service support is provided by a large pool of skilled technical staff.

## Wireless Access

MN.IT Services offers a wireless networking service using industry standard protocols. The following wireless services are available:

- **Guest Access** provides connectivity to the public Internet
- **Subscribed Regular Access** provides connectivity to the public Internet or organization internal network(s).

All wireless services are provisioned by technology that includes a wireless access points (APs) that are hard-wired connected to the customer LAN. A user's wireless device connects to these APs using radio signals. The APs in turn are managed by specialized wireless LAN controllers and software to provide the user's device with the pre-authorized type of connection as determined by customer organization. All these infrastructure elements are fully managed by the MN.IT platform.

*Note: MN.IT Services can implement individual wireless local area networks at locations desired by the customer as an infrastructure service not covered by this service description.*

### Guest Access

Guest access is configured for public Internet-only connections. This secures organizational data when visitors require network connections to their computing devices while at a customer's location. Guest connections are programmed to only be available for a limited duration, typically the same business day the access is requested.

### Limits

- Guest connections are not encrypted and it is the user responsibility to have antivirus and other protections in place (such as VPN connections to corporate networks) on their computing device.
- Guest access is not available at all customer locations or areas. The service is only available at locations where the customer organization has deployed wireless LAN infrastructure and has decided to offer guest access to visitors.
- Guest access is intended for public Internet connections only.
- Wireless services may not be available in all locations.

### Customer Responsibility

- Submit requests for guest access (typically made by the staff person hosting the visitor).
- Provide login credentials to person requiring guest access and providing assistance as needed to guest users with connecting to guest wireless network, that includes opening a web browser and accepting the State of Minnesota Acceptable Use Policy

#### **MN.IT Services Responsibility**

- Manage and maintain wireless LAN infrastructure.
- Provide processes to request and issue guest access credentials.

#### Subscribed Regular Access

Subscribed regular wireless access can be public Internet-only or can be enabled to also connect to an internal (non-public) secure network, such as the customer organization's local area network (LAN). Subscribed access options are defined by customer security requirements and practices.

MN.IT Services provided wireless enabled devices can be provisioned for a subscribed connection to the internal secure LAN. This provides an end user with the same type of access to file shares (a.k.a. LAN drives) or secure applications, as they would have if connected via a wired connection.

#### **Limits**

- Wireless services may not be available in all locations.
- Coverage may be limited within some workspaces based upon radio signals and number of active devices connected to a wireless access point.

#### **Customer Responsibility**

- Submit requests for subscribed regular access through the MN.IT Service Catalog.
- Notify the MN.IT Service Desk when a device should have its wireless service account removed.
- Configure the wireless enabled device with credentials supplied by MN.IT Services.

#### **MN.IT Services Responsibility**

- Manage and maintain the wireless LAN infrastructure
- Provide processes to request and issue guest access credentials. Audit wireless account assignments on a regular basis.

#### **Related Information**

*References to applicable documents include:*

- Minnesota Statutes 207 Chapter 16E ([Office of Enterprise Technology](#))  
Enterprise Technology Fund 970 Rate Schedule
- Connectivity and Mobility Service Level Agreement Document