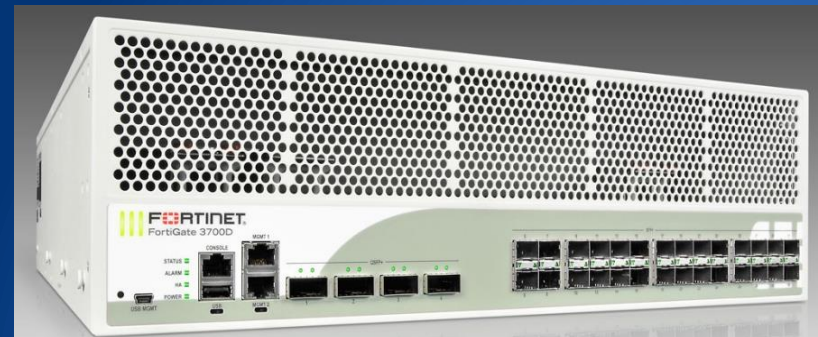




Enterprise Communication Network Internet Firewall Crashed Continued

On 5/30/17 with the Fortinet TAM online, we installed the internet firewall. With all the prep works, the TAM assured me that there would be no issue and yet we ran into problems. The new firewall became the master (the priority was set to assure it would not), with no configuration and ultimately blocked all internet traffic. We disconnected the new firewall to restore internet traffic. We were unable to access the new firewall and has to restore it to factory default. We then loaded the config and brought it back online. Again, it took over as maser with no config. This time it crashed the secondary firewall also. We has to restore both firewalls back to factory default and reload the config and brought both back online. This time both firewalls were able to sync and formed HA cluster. The TAM will investigate to what caused these problems.





Enterprise Communication Network Internet Firewall Crashed Continued



Andrew Tran and Oscar Villar worked diligently to bring the internet firewalls back online after the configurations were lost. Additional research is needed to avoid this event from occurring again.

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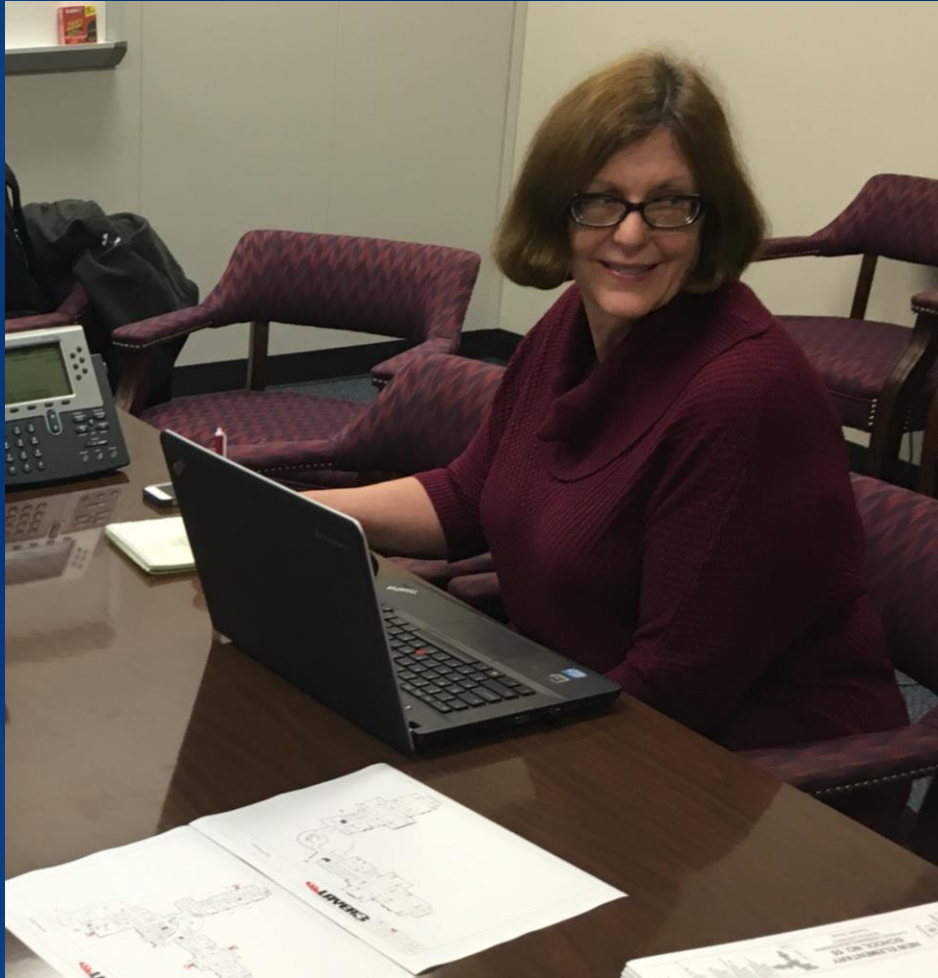
Enterprise Communication Network Wireless Access at Data Center 4



The ECN Team and the NMO team worked together in an attempt to resolve traffic slowness between Data Center 3 and Data Center 4. Pictured above is Ray Leung installing a wireless access point for all parties to connect to in Data Center 4.



Enterprise Communication Network Operational Support



Janette Martinez and Paula Ross began working through a process in an attempt to begin streamlining and tracking MCA Communications billing. MCA is working for CFISD in the following areas:

- Technology Operational Support
- MCA Bond Support
- MCA Facilities Support

It is important to record and track these charges for record keeping purposes.