

DoIT Service Catalog

Service: Silvernet Services

General information: Silvernet services provide data communications, campus infrastructure and the wide area network.

Purpose: Leveraging economies of scale to lower overall data communications costs statewide.

Scope: To provide cost effective data communications statewide that to city, county and state governmental agencies.

Features: Technical elements included – refer to Notes in the Options and Features table below as appropriate

Usage: SilverNet currently services more than 89 budget accounts not including local city and county governments. SilverNet provides communications to an estimated 8500 users not including outside users such as state agency contractors and constituents of the state that use agency web applications. SilverNet provides services 365 days a year, 24 hours a day, 7 day a year with uptime of more than 98.9%. Downtime can be attributed to vendor outages and maintenance intervals.

Value Proposition: SilverNet is a cost effective, highly reliable means to deliver data communications to agencies. Our highly trained, security oriented technical staff has the ability to engineer the most complex networking projects and to troubleshoot the most complex problems in the LAN and WAN environments.

Future Plans: Future plans include increasing the bandwidth.

Options and Features		
Options/Choices	Cost	Notes
Virtual Private Networking	Check current DoIT Rates Table	A secure means for state agencies to access networks within the protected portion of SilverNet.
SilverNet		Data communications access based on bandwidth usage and billed at tier levels.

Access: In order to obtain services, please contact the DoIT Helpdesk by phone (775-684-4333) or email (helpdesk@doit.nv.gov). Services Level Agreements will be based on services requested.