## Network Management - Data Center Core Services

<table>
<thead>
<tr>
<th>Service Name</th>
<th>Network Management - Data Center Core Services</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Description</strong></td>
<td>This service provides core networking management for upstream communications from distributed networking areas. This service maintains core network operations and survivability, route management, naming and networking address management.</td>
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<table>
<thead>
<tr>
<th>Eligibility</th>
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<tbody>
<tr>
<td><strong>How to Request Service</strong></td>
</tr>
<tr>
<td>• Approved work requests</td>
</tr>
<tr>
<td>• Escalated requests from the IT Service Center</td>
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<tr>
<td>• Approved operational run procedures</td>
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<table>
<thead>
<tr>
<th>Availability</th>
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<tbody>
<tr>
<td><strong>Business Critical - Availability target is 24X7X365 except for scheduled maintenance, holidays or acts of nature or dependent party outages, or seasonal services. System redundancy and Full On-call engineer support is available with 4 hour after-hours response target. Full Support Center Service request schedule is available.</strong></td>
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<table>
<thead>
<tr>
<th>Charges</th>
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<tbody>
<tr>
<td><strong>There are no charges for this service.</strong></td>
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<table>
<thead>
<tr>
<th>Service Line</th>
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<tbody>
<tr>
<td><strong>Systems and Networks</strong></td>
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<table>
<thead>
<tr>
<th>Features</th>
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<tbody>
<tr>
<td>• Provides route management and selection for distributed campus networks</td>
</tr>
<tr>
<td>• Provides central wireless intelligence, wireless network advertisement, and access point management</td>
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<tr>
<td>• Provides DNS naming services</td>
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<tr>
<td>• Provides internal IP addressing services</td>
</tr>
<tr>
<td>• Provides support enterprise directory service for authentication and security</td>
</tr>
<tr>
<td>• Provide Network perimeter security and controls</td>
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<tr>
<td>• Provides Internet bandwidth management</td>
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<tr>
<td>• Maintain core replications services and operational network links to Disaster recovery site</td>
</tr>
<tr>
<td>• Design, recommend, implement and maintain redundancy as funded in key core services</td>
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<table>
<thead>
<tr>
<th>Owner</th>
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<tbody>
<tr>
<td><strong>Dexter Caldwell</strong></td>
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<table>
<thead>
<tr>
<th>Pre-requisites</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Sufficient power and cooling for network infrastructure</strong></td>
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<table>
<thead>
<tr>
<th>VP Customer</th>
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<tbody>
<tr>
<td><strong>Vice President of Finance and Administration</strong></td>
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<table>
<thead>
<tr>
<th>Delivery Channels</th>
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</thead>
<tbody>
<tr>
<td>• Completed work requests</td>
</tr>
<tr>
<td>• Configuration and asset reports</td>
</tr>
<tr>
<td>• Configuration and asset repositories</td>
</tr>
<tr>
<td>• Consulting support</td>
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<thead>
<tr>
<th>Service Targets</th>
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<tbody>
<tr>
<td><strong>99% uptime</strong></td>
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