## Network Management

<table>
<thead>
<tr>
<th>Service Name</th>
<th>Network Management</th>
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<tbody>
<tr>
<td>Description</td>
<td>Provides a service to maintain and support the University’s wired and wireless networks and building infrastructure including administrative, academic and residential locations. This service definition does not include Datacenter Services. For Datacenter Service Definition see: Network Management- Datacenter Core Services</td>
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<tr>
<td>Eligibility</td>
<td></td>
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</tbody>
</table>
| How to Request Service | • Approved Work Requests  
• Escalated Incidents or Problems from the IT Service Center |
| Availability  | Business Preferred - Availability target is 24X7X365 except for scheduled maintenance, holidays or dependent party outages. Systems may have limited or no redundancy. Systems have receive priority support during business hours. Limited on-call support response may be available outside of business hours. Full Support Center Service request schedule is available. |
| Charges       | There are no charges for this service. |
| Service Line  | Systems and Networks |
| Features      | • Plan, install, configure and test networking infrastructure components and connectivity.  
• Identify network load, impact and capacity requirements needed to support services.  
• Site preparation, and installation of network infrastructure components.  
• Provide networking requirements to support wireless network procurement activities.  
• Maintain wireless networking components in compliance with supporting vendor requirements.  
• Maintain accurate information about network topology and configuration items.  
• Provide troubleshooting and technical support services for the networking infrastructure.  
• Provide consulting and support services to identify network operational, monitoring and reporting requirements.  
• Coordinate, schedule, implement and test network tuning activities.  
• Define, implement and test network security schemas to meet business objectives  
• Coordinate and schedule wireless repair services with 3rd party vendors and validate that expected repairs and network patches achieved expected benefits. |
| Owner         | Dexter Caldwell |
| Pre-requisites| • Power and operating environment for network equipment  
• Functioning wired network infrastructure  
• Internet connectivity provided by contracted Internet Service Provider |
| VP Customer   | Vice President of Finance and Administration |
| Delivery Channels | • Satisfied Work Requests  
• Consulting and Support |
| Service Targets | • Power and operating environment for network equipment  
• Functioning wired network infrastructure  
• Internet connectivity provided by contracted Internet Service Provider  
• 95% uptime |