## 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 <strong>not</strong> include Datacenter Services. For Datacenter Service Definition see: Network Management: Datacenter Core Services</td>
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<tr>
<td>Eligibility</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 |