# 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 <em>not</em> include Datacenter Services. For Datacenter Service Definition see: <a href="#">Network Management: Datacenter Core Services</a></td>
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<tr>
<td>Eligibility</td>
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| 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 |