## Network Management - Data Center Core Services

<table>
<thead>
<tr>
<th>Service Name</th>
<th>Network Management - Data Center Core Services</th>
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</thead>
<tbody>
<tr>
<td>Description</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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<tr>
<td>Eligibility</td>
<td></td>
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<tr>
<td>How to Request Service</td>
<td>• Approved work requests</td>
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<tr>
<td></td>
<td>• Escalated requests from the IT Service Center</td>
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<tr>
<td></td>
<td>• Approved operational run procedures</td>
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<tr>
<td>Availability</td>
<td>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.</td>
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<tr>
<td>Charges</td>
<td>There are no charges for this service.</td>
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<tr>
<td>Service Line</td>
<td>Systems and Networks</td>
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<tr>
<td>Features</td>
<td>• Provides route management and selection for distributed campus networks</td>
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<tr>
<td></td>
<td>• Provides central wireless intelligence, wireless network advertisement, and access point management</td>
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<tr>
<td></td>
<td>• Provides DNS naming services</td>
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<td></td>
<td>• Provides internal IP addressing services</td>
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<td></td>
<td>• Provides support enterprise directory service for authentication and security</td>
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<td></td>
<td>• Provide Network perimeter security and controls</td>
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<td></td>
<td>• Provides Internet bandwidth management</td>
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<td></td>
<td>• Maintain core replications services and operational network links to Disaster recovery site</td>
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<td></td>
<td>• Design, recommend, implement and maintain redundancy as funded in key core services</td>
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<tr>
<td>Owner</td>
<td>Dexter Caldwell</td>
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<tr>
<td>Pre-requisites</td>
<td>Sufficient power and cooling for network infrastructure</td>
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<tr>
<td>VP Customer</td>
<td>Vice President of Finance and Administration</td>
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<tr>
<td>Delivery Channels</td>
<td>• Completed work requests</td>
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<tr>
<td></td>
<td>• Configuration and asset reports</td>
</tr>
<tr>
<td></td>
<td>• Configuration and asset repositories</td>
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<tr>
<td></td>
<td>• Consulting support</td>
</tr>
<tr>
<td>Service Targets</td>
<td>• 99% uptime</td>
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</tbody>
</table>