# Network Management - Data Center Core Services

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