

## COMPLETE NETWORK CARE AGREEMENT

**Title:**

Complete Network Care Agreement

**Effective Date:**

**Service Provider:**

Office of Information Technology

**Client:**

University of Utah Campus

**Purpose and Objectives:**

The purpose of this Service Level Agreement is to ensure clear understandings and agreements between OIT and campus departments for a network management solution. This Service Level Agreement will help ensure OIT provides excellent service and support.

**Service Description:**

Data networks have become increasingly complex. New services like Voice over IP (VoIP) and HD Video are driving network requirements. Networks will be critical to the basic functions of each college and department. Departments at the University of Utah are finding it more difficult and expensive to manage their data network infrastructure. IT managers are finding themselves stretched or overwhelmed trying to do it all. In response to these needs the University Network Operations and Services (NetOps) team has developed two distinct services: "Basic Care" and "Complete Network Care".

The Complete Network Care" service provides 24/7/365 infrastructure monitoring and notification, problem resolution and disaster remediation services for a flat-fee. It provides technical support for response to emergencies. The goal of this service is to optimize your network and prevent problems before they occur.

The Basic Care service is provided to all departments. Charges for this are included in the standard backbone network charge.

**Service Comparison Table**

Services	Definition	Basic Care	Complete Network Care
Dual building fiber uplinks	Dual fiber connectivity entrance to the building demark for the campus backbone	X	X
Firewall services	Custom FW accounts are available to all departments	X	X
DNS service	High availability DNS is provided	X	X
DHCP service if requested	High availability DHCP is available to all departments	X	X
Campus Wireless	Provided for all university departments	X	X
24/7 Network infrastructure monitoring	If requested by the customer. Thresholds and notification determined by customer.		X
Event notification	Notifications are sent to predefined department contacts. Departments can specify the types of event reports they require.		X
Configuration backups	OIT NetOpS will perform monthly backups to all equipment or when significant patches are required.		X
Disaster Recovery	In the event the equipment should fail OIT NetOpS will replace the equipment. If a device fails to function, it will be replaced within four working hours during normal business hours. If a particular device is identified as critical whereupon it will be replaced within four hours. Customer is responsible to note which equipment is critical.		X
Equipment Complete Care	OIT NetOpS will inspect each piece of equipment annually and perform manufacturers recommended Complete Care.		X
Operating system upgrades	OIT NetOpS will keep the OS current to best practice standards. Some upgrades may be deferred until testing has been performed.		X
Problem resolution	OIT NetOpS will work with equipment vendor to resolve any bugs or other vendor related issues.		X
Configuration management	NetOpS will configure all equipment. Customer may have the option to make minor configuration changes such as port make live or vlan port assignments. All access and security to the network equipment will be controlled by NetOpS. I.e.: TACACS, Radius, Console, etc.		X
Network topology documentation	Document network topology.		X
Equipment replacement	Equipment will be replaced as needed based on keeping the network equipment technically "fresh" and avoiding the need for expensive "forklift" upgrades.		X

Complete Network Care Plan:

1. An evaluation is conducted. It includes an assessment of hardware, configuration and general network topology. Any equipment four years old and older will be identified for replacement and (if needed) new topologies and configurations will be proposed.
2. The value of the initial upgrade and monthly fee is quantified and the agreement is signed.
3. OIT NetOpS will commence replacing the aged equipment, set up management systems, notifications and begin configuration backups. All activities will be coordinated with the college or department.
4. All network equipment will transfer to the NetOpS inventory ledger to facilitate trade-in or other necessary inventory actions.
5. Equipment replacement will be based on an as needed basis subject to equipment end of life.
6. Special projects requiring network re-architecture due to building remodeling or new technologies are exempt from coverage under this agreement and the costs thereof are the responsibility of customer.
7. An annual status report will be prepared for the customer containing various performance metrics, the current inventory in use and the number of service orders and trouble tickets for the previous year.
8. Due to the substantial upfront investment in time and labor, a two year minimum commitment period required.
9. After two years, either party may terminate this agreement at any time for any reason. Customer is responsible to pay the remaining prorated amount based on a five year amortization period for all equipment that has been replaced.
10. Upon termination, all network equipment used by the customer will be returned to the customer's inventory ledger.

Charges:

1. Upon initial evaluation departments will be required to pay 1/3 of the cost for equipment up front for equipment that needs to be replaced. Monthly charges will be based on a 60 month amortization of equipment. If additional equipment is needed to support growth or a new technology, one third the cost of the additional equipment will be billed to the college or department and the monthly fee will be increased accordingly.

Customer agrees to:

1. Provide updates to contact and notification information as it changes.
2. Provide physical access to the equipment to meet response time agreements.
3. Provide adequate notification (normally 5 days) for standard network changes such as switch moves or replacements. Longer periods may be needed for changes that require additional planning or additional resources such as wire or fiber pulls. Normal port make live, vlan changes or other minor changes usually will take less than an hour or two to complete during normal working hours.
4. Use the provided work order tools to submit changes.

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**Service Availability:**

Support under "Basic Care" and "Complete Network Care" is available 24/7, 365 days a year except during scheduled maintenance. Other factors that will be excluded from the network availability are:

- Components failure due to negligence or deliberate misconduct by customer
- Downtime due to power outages

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**Change Management Procedures:** Scheduled maintenance requires at least a 10 day notice and customer approval per the OIT Change management Policy. Scheduled maintenance outages will be factored out of the availability calculations. Scheduled downtimes will be kept to a minimum to ensure minimal impact to our customers. Planned and unscheduled outages for will be posted at <http://www.it.utah.edu/services/networking/outages.php>. Critical patches will be preformed as needed.

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**Service Desk Support:**

**Support Hours:**

<b>Monday</b>	<b>12 a.m. to 10 p.m.</b>
<b>Tuesday – Thursday</b>	<b>7 a.m. to 10 p. m.</b>
<b>Friday</b>	<b>7 a.m. to 12 a.m.</b>
<b>Saturday – Sunday</b>	<b>24 Hour Support</b>
<b>After Hours and University Holidays</b>	<b>On-Call Support</b>

**During business hours:** Contact the Campus Service Desk at **581-4000**.

**After hours support:** Contact the Service Desk at **581-4000** and leave a voicemail providing your name, a phone number where you can be reached and a brief description of the problem. The system automatically pages the Help Desk Tech Support person who is on-call. The Tech Support on-call person screens the message and contacts the caller within 15 minutes to let him or her know that the request has been received and to get more information if necessary. A page will be sent out to the on-call Voice Systems Team member.

**Service Desk Service Level Agreement Metrics:**

- a) Answer Rate: 90% of calls answered within 60 seconds.
- b) Abandoned Rate: percentage of abandoned calls at <=6%.

c) Satisfaction Survey: 90% satisfied or better from the customer satisfaction surveys.

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**Incident and Problem Management:**

When an incident is reported, the Service Desk classifies the severity levels as follows:

<b>Case Priority</b>	<b>Time Frame</b>	<b>Criteria</b>	<b>Completion Timeframe/Escalation</b>
Urgent	Response time 15 minutes to customer by support personnel	Critical data switch is down	- Should respond within 15 minutes. -Should be completed within 4 hours, 90% of the time
High	Response time 15 minutes to customer by support personnel	Non-critical switch is down	- Should be completed within one 4 business hours, 90% of the time
Low	Response time one business day to customer by support personnel	-Scheduled move, add or change -Non Critical repair	- Should be completed within 2-5 business days, 90% of the time
After Hours	15 minute response time to customer	-Urgent	- On site within 2 hours, completed by 4 hours

All devices will be classified as "high" unless otherwise specified by the customer

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**Escalation Procedures:**

To escalate a problem, please contact the Campus Service Desk at 581-4000 and select option 1.

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**Incident Follow up:**

A follow up call will be made by OIT staff to update user to the status throughout the event ensuring that service has been restored to customer satisfaction.

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