Service Level Agreement

Local Area Network (LAN)
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Service Description

LAN Services provides Local Area Network infrastructure (both wired and wireless) within a building or campus environment, which enables data communication among local resources within an organization. These services include equipment, maintenance, configuration, administration, monitoring, and 24x7 support.

Service Commitments

The general areas of support (such as Incident and Change Management) applicable to every ITS service, are specified in the ITS Global Service Levels document.

- LAN Services
  - Target Service Availability is 99%

ITS Responsibilities

- Service provisioning within 30 to 45 days, upon successful completion of assessment and design activities. Additional structured cabling and equipment requirements may delay service delivery.
- 24 x 7 monitoring and management via ITS Network Operations Center and the ITS Service Desk
- Planning and conducting routine maintenance to the infrastructure, resulting in optimum network performance and stability

Customer Responsibilities

- Customers of this service must also subscribe to the Wide Area Network service
- Designate a 24 x 7 point of contact for coordinating planned or emergency maintenance
- Provide 24 hour access to facilities
- Ensure that each customer location meets ITS minimum standards including documentation, wiring, power, HVAC, access, and security. For a detailed list of these requirements, please contact the ITS Service Desk.
- Responsible for the cost of the replacement or repair of structured cabling or wiring
- Submit a request to the ITS Service Desk for Moves, Adds and Changes, which may require additional cost
This agreement specifies only the standard operational service commitments and responsibilities of ITS and its customers. Customer-specific deviations from these commitments and responsibilities will be specified in an accompanying Memorandum of Understanding. Service rates are outside the scope of this agreement and are specified in financial documents.
Signatures of Approval and Agreement Date

Customer Signatures

Agency Head or Designee:

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Agency Chief Financial Officer:

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ITS Signature

State Chief Information Officer:

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<tbody>
<tr>
<td>Chris Estes</td>
<td>State CIO</td>
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