

***Educational Technology Services
(ETS)
Network and Telecommunications
Service Level Agreement
05-06***

Introduction

Network and Telecommunications coordinates the design, strategic planning and purchase of a wide range of network, security and Internet services. The department is responsible for the management, operation and support of the campus network, including local area network (LAN) switches and routers, the backbone and wireless devices. It also provides support to the campus for Internet and wide-area network (WAN) access.

In addition, Network and Telecommunications maintains the cable infrastructure for the District. Department personnel connect, test and repair both network and voice connections. Network and Telecommunications also directs the design and installation of new cabling within and between campus buildings.

Finally, full telecommunications services are available from Network and Telecommunications, including:

- PBX maintenance
- Phone installation
- Automatic call distribution (ACD)
- Call processor setup
- E911
- Call accounting
- Call distribution lists
- Voicemail system (premise-based) with 2,500 mailboxes
- Long-distance service

Network and Telecommunications Support

The goal of the Network and Telecommunications department is to ensure a stable, reliable and secure network and voice system for use by students, faculty and staff. To that end, the department has established standards for both network and telecommunications equipment. Only equipment that has been purchased or approved by Network and Telecommunications may be connected to either the network or voice system.

The department will maintain approved equipment under one of the following support agreements.

In all cases, users are expected to comply with all relevant policies and procedures governing the use of networked resources. Please reference Board Policy 3250, "Network and Computer Use: Rights and Responsibilities."

Support Requests

Any requests for service should be directed through the Call Center at (408) 864-8324. Please contact Network and Telecommunications prior to commencing any work.

Level 1 (L1): Fully Supported

Network and Telecommunications will provide full installation, maintenance and support for all network and telecommunications devices at the District. Department personnel will perform the following tasks:

- Evaluate, recommend and procure equipment
- Maintain inventory
- Install, connect and secure devices
- Test connections
- Maintain and upgrade equipment as necessary
- Monitor performance
- Troubleshoot problems or failures of equipment or service
- Repair or replace equipment per maintenance or warranty agreements
- Decommission and surplus unused equipment

Support includes, but is not limited to, existing physical wiring, leased lines and data circuits, network switches, routers and hubs, security devices and services, Internet access, PBX, telephones and voicemail.

Examples of Level 1 Support are connecting a desktop computer or printer to the network, installing a telephone, upgrading network operating system, replacing faulty equipment and maintaining Internet connections.

Level 2 (L2): Shared Support

Network and Telecommunications will provide limited support for any network or telecommunications device approved under a Negotiated Support Agreement. Such agreements are generally reserved for grant-funded programs, contractors or special arrangements with outside vendors or service providers.

Network and Telecommunications will consult with the users or vendors prior to installation of any equipment or connection to the network in order to define the level of service. Department personnel will still perform the following tasks:

- Review and approve equipment prior to purchase
- Evaluate warranty and maintenance agreements
- Oversee installation of equipment
- Provide connection to network
- Monitor network connections
- Enforce security
- Troubleshoot or repair equipment or refer to outside maintenance
- Disconnect at end of project

Examples of Level 2 Negotiated Support Agreements are grant projects, infrastructure support for leased off-campus locations and contractors' offices.

Due to changes in programs and locations, there are times when additional voice and data cabling is required. The Network and Communications team will manage the installation of voice and data cabling working with Plant Services and outside vendors. Requests will be grouped into a once-per-quarter project.

Level 3 (L3): Unsupported

Network and Telecommunications does not provide support for any non-District-owned network or telecommunications devices.

Examples of Level 3 Support are network equipment purchased for personal use at home, fax machines or networked copiers.

Standalone networks used for demonstration or instructional purposes are supported solely by the Academic Department unless a Level 2 Negotiated Support Agreement is in place.

Level 4 (L4): Undefined

Network and Telecommunications does not allow experimental, commercial or unauthorized access to network resources.