

SLA for Network Patch Requests

Concerned Parties: University Computing and Telecommunications, Campus Network Support Groups (Designees), Chancellor's Office.

Campus Network Support Groups: Network Support technical staff will be responsible for submitting requests for all new patch cord installations required to be completed in Campus Network closets. Requests will be made through telephone calls to the UCAT Business Desk 4-2340 or by using a GWI template, which requires a Lotus Notes Account. Requests will be entered and tracked by the GWI automated ticketing system.

If the proposed system becomes unworkable and creates bottlenecks that prevent UCAT from meeting the timelines expressed in this SLA, a process will be designed to utilize the services of campus technicians who are properly trained, and agree to follow UCAT procedures, in order to meet timelines expressed in this SLA.

UCAT Technology Support: Cisco Trained UCAT technical staff or campus designees will be responsible for the testing, operation and configuration of campus LAN switches, routers, gatekeepers and all appropriate cabling within the Network Closet infrastructure on the SJSU campus. UCAT technical designees must complete Cisco training and Change Control Training before they are authorized to perform work in the closets. The minimum Cisco Training is specified under the heading "Cisco Training" below. All work done in the closets MUST be coordinated through the UCAT Change Management System. Training for the Change Management System can be obtained through Stephanie Arthur.

Chancellor's Office: The Chancellor's office now charges each of the CSUs with complete record keeping for all closets and network connections including the wall jacks. These records are entered into a new network configuration management system called Planet.

Support Hours and Problem Tracking:

Prime Support Hours: Monday Thru Friday 0700 thru 1700.

All requests will be reported and entered into the UCAT Problem Management System (GWI). Metrics for Customer Support will be derived from the GWI system on an as needed basis. Both UCAT and Campus Network Support Groups agree to these metrics. A GWI template is being developed and will be available soon. To use the template a tech will need a Lotus Notes account. Emergency off-hours support will be available by calling 4-2345.

Customer Support:

1. UCAT staff or their designees in collaboration with campus network/desktop support staff will provide all troubleshooting of patch cord installations as it relates to the SJSU network.

Response time: University Computing and Telecommunications guarantees response to patch request calls as follows:

Urgent Requests – will be responded to with a confirmation of receipt of the ticket within 1 hour. Service will be completed within 2 hours. (Examples of urgent tickets – a port supporting a mission critical server malfunctioned, requiring a new wall jack or movement of a patch cable to resolve the issue; an entire blade or switch supporting a group malfunctioned requiring replacement of the switch and repatching of all the ports on that switch or blade).

High Requests – will be responded to with confirmation of receipt of the ticket within 2 hours. Work will commence no later than 4 hours from the time the ticket was logged.

Medium requests – will be responded to based upon the following schedule:
Monday thru Friday 0700 to 1700: Simple requests (5 Patches or less) will be completed within 8 business hours, more complicated requests (Over 5 Patches) will be completed within 16 business hours.

Low requests: -- these requests will be handled on a time available basis. These types of requests are typically requests for extra ports to be activated that will provide added convenience, but for which there is already a work around in place.

Escalation process: In the event that service is not handled to the satisfaction of the end user, the following escalation process will be instituted:

- 1) The requestor will contact the tech who provided the original service and request that the error be corrected.
- 2) If the error is not corrected, the requestor will have the option of escalating the issue to the manager of the tech who provided the service.
- 3) If resolution is not achieved at this level, the network tech will bring in his or her manager, and UCAT will bring in their AVP to discuss the issue and work out a suitable resolution.

Contract Renewal and Review: On or about January 1st of each year, a summative review of this SLA will be initiated. The focus of this review is the effectiveness of University Computing and Telecommunications services under this SLA. The SLA will be open for revision from January 1st until February 1st. All parties prior to a renewal of the agreement will agree upon all changes. It is strictly at the option of the Campus Network Support Groups to review, revise and renew the contract. If a renewal is not agreed upon by February 1st, it will be assumed that the contract will NOT be renewed for the next year.

Minimum Cisco Training

Course # 1 Intro to LAN Switching

- Concepts & Processes of LAN Switching
- Switching Technologies
- How LAN Switches Operate
- Managing LAN Switches
- Configuring some parameters
- Role of VLANS

Course # 2 Configuring LAN Switch Port Parameters

- Configuring Ethernet, Fast Ethernet and Gig ports

Both of the above are WEB based classes and can be taken through Cisco through their eLearning.

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Don Baker, Acting AVP, University Computing and Telecommunications Date

Campus Network Support Groups Date