



Office of Information Technology Services

Service Level Agreement

Wireless Local Area Network (WLAN)



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Service Description

Wireless Local Area Network (WLAN) service provides user mobility within an agency office building to authorized state government employees and visitors Guest Access to the Internet. This is accomplished by wirelessly integrating/extending the agency's Local Area Network. WLAN service is an extension of the customer's Local Area Network that includes IEEE 802.11 compliant wireless access points (APs) and their communication with wireless Network Interface Cards (NICs) in laptops and other devices. ITS provides design, implementation, and remote monitoring and management of a customer's WLAN infrastructure from the ITS Network Operations Center.

WLAN service is designed to serve agency staff and authorized agency visitors and guests. It is a shared technology and offers no guarantees for consistent bandwidth or performance. During the design phase, ITS will determine access point locations based on coverage and device counts that will allow for optimum speed and access.

WLAN service is designed to support two types of wireless users in compliance with statewide IT security policies and standards:

- Secured users
 - State employees/contractors
- Non-secured users
 - Guests with Internet access only

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.

- WLAN Services
 - Target Service Availability is 99 %.

Hours of Availability

This service is available to customers 24 x 7 and adheres to the maintenance window schedule listed in the ITS Global Services Levels.



ITS Responsibilities

- Service provisioning within 30-45 days, upon successful completion of assessment and design activities. Additional structured cabling and equipment requirements may delay service delivery.
- Perform a site survey (if applicable), design and engineering activities in order to deliver service
- Plan and conduct routine maintenance to the infrastructure, resulting in optimum network performance and stability
- 24 x 7 monitoring and management via ITS Network Operations Center and the ITS Service Desk

Customer Responsibilities

- Designate a 24 x 7 point of contact for coordinating planned or emergency maintenance
- Provide 24 hour access to facilities
- Customers are responsible for the cost of installation, replacement or repair of structured cabling or wiring
- Customer is responsible for Ethernet cabling from equipment closets to AP location(s)
- Customer is responsible for providing power to APs
- Customer must provide drawings of floor plans (.jpg or .png)
- 802.11 WLAN users are responsible for complying with the State Acceptable Use Policy and the State Information Security Policy
- Customer is responsible for the management and support of end user devices

Service Level Agreement Scope

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:

Name	Title	Signature	Date

Agency Chief Financial Officer:

Name	Title	Signature	Date

ITS Signature

State Chief Information Officer:

Name	Title	Signature	Date
	State CIO		