



Office of Information Technology Services

## **Service Level Agreement**

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# **Local Area Network (LAN)**

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## Local Area Network (LAN)

### 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



## 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
Chris Estes	State CIO		