Network Endpoint Service Description

Overview
This Network Endpoint Service Description documents the component services provided by Information Services (IS) for the delivery of local network connectivity for Divisions, Faculties and other customers.

This document should be read in conjunction with the Service Framework Document which describes the standard IS Shared Services offering.

Service Description
The data network service encompasses:
- Connectivity to computing resources within the customer’s building and between University buildings on the same campus.
- Installation, management and cyclic replacement of all related cabling and device infrastructure within and between buildings.
- Programming and patching of network outlets and devices.

The Local Area Network is defined as:
- Infrastructure within a building consisting of edge network devices and/or outlets utilised for connection; and
- Cabling infrastructure (connecting outlets and network devices).

It does not include:
- Applications that utilise network service connectivity (for example, e-mail).
- Supporting network services (for example, DNS, VPN and DHCP).

See Appendix B for a full service definition.

Information Services provides the following services under the Agreement:

<table>
<thead>
<tr>
<th>Service</th>
<th>Details</th>
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</thead>
<tbody>
<tr>
<td><strong>Ongoing Services:</strong> Data network connectivity service management</td>
<td>Ongoing management of availability, capacity, security, and compliance. Including constant monitoring of devices and outage notifications.</td>
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<tr>
<td>LAN Connectivity infrastructure replacement service</td>
<td>Cyclical replacement of devices and cabling as determined by the University Network Standards.</td>
</tr>
<tr>
<td><strong>Service Requests:</strong> Data network connectivity service requests and enhancements</td>
<td>Standard: Covering: - Network outlet installation - Network device configuration changes</td>
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</tbody>
</table>
Service owner
The Network Endpoint Service is owned by IS Networks & Telecommunications programme. This service contributes to the overall service catalogue offerings by Network & Telecommunications including Staff Remote Access, Wireless Connectivity, Internet Access, and Telephony services.

Service coverage
Hours of coverage:
Standard: 8am – 6pm Monday to Friday (excluding University holidays)

Contact
All contact from the customer with Information Services will be during normal business hours via the Information Services Service Desk:
Web: http://idservicedesk.unimelb.edu.au
Phone: x40888 (03 8344 0888)

Service targets

Issue resolution
Information Services utilises a priority matrix for incident resolution (including loss of connectivity, etc). This is an internal set of guidelines for the service desk and 2nd level support areas within IS, and is used to ensure. It is also made available to clients at: http://idservicedesk.unimelb.edu.au/knowledgebase/itservices/docs/Incident_Management_Process(V4-3).pdf

Service requests
Service requests or service enhancements are Customer requests for planned changes in service.
The following are current IS service goals in relation to specific service requests:

<table>
<thead>
<tr>
<th>Service request</th>
<th>Timeframe</th>
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<tbody>
<tr>
<td>Enabling of network connection (where previously physically patched)</td>
<td>2 hours</td>
</tr>
<tr>
<td>Physical patching of a network outlet</td>
<td>24 hours</td>
</tr>
<tr>
<td>Data network connectivity requests service where there is existing infrastructure (outlet installation).</td>
<td>3 weeks target time (dependent upon building environment)</td>
</tr>
<tr>
<td>Service enhancement</td>
<td>Meeting within 2 weeks of initial request Completion time will be negotiated</td>
</tr>
</tbody>
</table>

Projects (such as new building constructions) are dealt with as a part of the project planning and are not subject to the above service request timeframes.

Service maintenance
Scheduled maintenance (downtime) may occur between 6pm and 8pm on the first Wednesday of each month unless otherwise negotiated. All scheduled maintenance will be communicated via Information Services’ notification service via the Service Desk.

Service charges
There will be no faculty/department charges for standard EndPoint Management and LAN Renewal services. Charges will only be incurred when the request is above the standard offering, see below:
<table>
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<tr>
<th>Service</th>
<th>Cost</th>
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</table>
| Internet usage charges                                                 | As per the AARNet charge schedule 
| Cost per outlet installation (in excess of standard)                   | Under development         |
| Implementation, support, maintenance and replacement of network devices beyond the defined standards | Negotiated as required    |

**Service agreement**

IS Network Services agrees to:

- Develop and maintain a vision, strategy, and technical and management architecture for network connectivity.
- Own and manage all network device assets including:
  - Cyclical replacement of networking equipment; and
  - Software licensing requirements and maintenance contracts.
- Actively manage network connectivity in relation to availability, capacity, security, and compliance.
- Maintain network connectivity documentation including topology diagrams and cable patching records.
- Meet agreed response and resolution times and ensure resolution details are transparent to the Customer.
- Inform the Customer when Information Services detects incidents that will affect the network connectivity service via the Service Desk and provide the Customer with a view of service availability.
- Maintain a network service continuity plan.
- Provide current and historical network service information to the Customer including information relating to abnormal network usage patterns and amounts, and outbound and inbound traffic.
- Follow defined processes and procedure including Incident Management, Service Request, and Change Management. Defined processes are available at:
  - Inform the customer in relation to change and release management timeframes.
  - Provide an avenue for input into the network service delivery via the Customer’s Client Relationship Manager.
  - Provide a yearly report in relation to network service availability and performance.

The Customer agrees to:

- Follow defined processes and procedure including Incident Management, Service Request, and Change Management. Defined processes are available at: http://www.infodiv.unimelb.edu.au/itil/
- Pay agreed charges for services above and beyond standard.
- Provide required information in relation to submitted incidents within the agreed timeframe.
- Unless agreed with IS Network Services the customer agrees not to connect any additional network equipment to the network (encompassing network switches, hubs, wireless access points, firewalls).
- Maintain an accurate schedule of staff authorised to request changes and notify Information Services Service Desk of any changes to this list.

**Service Exceptions**

If there is an exception to the above agreement an annotated appendix will detail these exceptions.

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Appendix A: Priority – Response Matrix

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<tr>
<th>Rating</th>
<th>Priority</th>
<th>Response</th>
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</table>
| 12     | Urgent [Critical] | Immediate and sustained effort using all necessary resources until resolved. Emergency call out procedure in effect.  
Action initiated - immediate  
Resolution - undetermined |
| 9 – 11 | High [Urgent]  | IS Technicians respond immediately to assess the situation. Service Desk staff may request immediate assistance from other IS staff directly.  
Action initiated - within 1 business hour  
Resolution – 1 business day  
During transitional agreements, the resolution time will be up to 1.5 business days |
| 5 – 8  | Medium [Important] | Respond using standard operating procedures and within the supervisory structure.  
Action initiated - within 2 hours  
Resolution - 2 business days  
During transitional agreements, the resolution time will be up to 3 business days |
| 0 – 4  | Low [For Information] | Respond using standard operating procedures and as time allows.  
Action initiated - within 2 business days  
Resolution - 10 business days  
During transitional agreements, the resolution time will be up to 12 business days |

For a full version of the matrix please refer to the ITIL web site at:  
http://www.infodiv.unimelb.edu.au/itil/
Appendix B: Service Scope

The service includes:

- All electronic devices (switches, routers) that enable intra-building connectivity and inter-building communications (“the core network”).
- Network wall sockets and all network wiring that connects the wall sockets to a wiring closet (the ‘horizontal cabling’ infrastructure).
- Wiring termination panels, patching interconnect leads, electronic equipment, and equipment racks within the wiring closet and Telecommunications Centre (TC) (the space where network connections are brought from outside of the building).
- All cabling termination frames, cabling interconnection wiring, electronic devices (switches, hubs, routers), power conditioning equipment, racks, cabling between the Telecommunications Centre and Wiring Closets, including fibre cabling for data communications.
- All fibre cabling between each building to other buildings (inter-building cabling), or to dedicated network-switching centres and cabling, racks, patching frames and interconnect cables within the network-switching and data centre facilities.
- Cabling infrastructure within data centres that connect server equipment to electronic network switching and/or routing devices.
- All network security hardware systems, including firewalls, Intrusion Detection Systems, and Intrusion Prevention Systems.
- The methods through which experimental networks are connected to the rest of the University network.

The Local Area Network connectivity service excludes:

- Computing devices including personal computers, printers, multifunction devices or fax machines that may be connected to the network.
- Network services including:
  - DHCP;
  - DNS (Domain Name Service);
  - Authentication services (e.g. Active Directory, LDAP).
- Access devices and authentication systems to provide the central services of remote access (dial-in and Internet based VPN) services.
- Experimental networks used for academic research purposes.
- Computing devices and Internet connections services used by University staff and students to remotely access University resources.
- Air conditioning and power conditioning facilities for housing environments, however Information Services will manage requirements of network devices for connectivity.
- The central PABX equipment, including wiring frames (MDF), interconnect patching, telephonist workstations, voice mail service, power conditioning equipment for the PABX and other ancillary devices used to deliver the telephony services.
- Lighting and electrical power supplied to the wiring closet, any special air conditioning equipment or services required within the wiring closet.
- The fly lead that connects the computing device to the network wall socket.
- The provision or maintenance of the physical pathways used to lay the fibre and copper cables in (these pathways are provided and maintained by Property and Campus Services).
- Cabling and equipment owned and operated by the carrier companies to deliver the required services to the University campus.
- Management and administration of all telephone circuits and services (e.g. Local, national, mobile and international calls) delivered by carrier service providers.
- Telephone handsets and leads that connect the handset to the network wall socket.
**Appendix C: Authorised change agents**

The following staff members are authorised by the customer to request changes to network environment.

<table>
<thead>
<tr>
<th>Name</th>
<th>Title</th>
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The customer agrees to notify Information Services Service Desk of changes to the authorised persons list.
Appendix D: Glossary

Change Advisory Board (CAB): “A body that exists to approve changes and to assist change management in the assessment and prioritisation of changes.”

Service enhancement: An addition or change to the current configuration of the delivery of the service. For example, installation of further network outlets, changes to logical network topology, or configuration of network devices to increase security of local services (as part of consultation between IS and the faculty/department).

\footnote{ITIL “Best Practice for Service Support”, p175.}
Appendix E: Principles in relation to funding

1. All outlet installation must align with the long term cabling and device requirements of the service delivery. That is, short-term fixes will not be funded.
2. Where it is part of the standard service delivery, the Network Renewal project will fund the installation.
3. Where the work is outside the scope of standard service, the faculty will be required to pay 100% of the cost.
4. Where the Faculty requires remediation to allow for network capacity beyond the standard carrying capacity of the room, the faculty will pay the differential to the standard installation.
5. Where the works require major space remediation, the project will fund the required outlets and the work will be included in the overall Endpoint project planning discussions with Faculties.
6. In the interests of effective implementation of the service, minor changes such as adding outlets would be undertaken using project funding after Faculty negotiation where the current installation is below University standard practice (that is, the client would not be adding excess outlets to an area).
7. Where the remediation is accelerated from the current schedule, a co-funding arrangement will apply where the Network Renewal project will fund 50% of the work.
Appendix F: Extended hours support process

To the provision of network support out of hours is defined by the following process:

1. The end user contacts the Local IT support staff member (LITE).
2. The LITE investigates and diagnoses the issue as a network issue.
3. The LITE contacts the assigned IS Networks staff member of the standard mobile phone number. (The Networks staff member opens an incident ticket in Remedy.)
4. The LITE and IS Networks staff member agree the issue is network related.
5. The IS Networks staff member investigates the issue and provides an estimated time to resolution for the LITE. As necessary, the LITE is provided with updates on the progress of the incident. The priority matrix will be utilised to provide an indication of the expected time to resolution and whether the Networks staff member will need to attend on site out of hours to resolve the issue.
6. At resolution the incident is marked as resolved within Remedy.