

SERVICE LEVEL AGREEMENT - ITS NETWORK PATCHING

1. This service covers Move, Add and Change requests for existing data ports in the La Trobe University Network including detailed records of all these requests. This agreement covers the patching at the communications racks required for user desktop (PC, printer, etc) data connections, and switch port configuration to activate those connections. This agreement, which involves no fees, is only relevant to DEST and Research funded areas where infrastructure grants have been given. Quasi-commercial, commercial and external areas have separate service agreements and fee structure.

1.1. Work Provided

Work	Description
Move	Enable an existing port while removing an existing port (ie. Staff office changes etc)
Enable port	Enable a previously unused network port
Reconfigure	Change an existing port to a different VLAN/subnet
Add	Installation of new data ports (limited)
Remove	Remove an old data port connection
Records	Record keeping of all patched data ports

Once a move or change has been requested an ITS Networks team member will implement the move/change and advise when it is completed and ready for use. These services will involve patching of data ports at network racks and any switch configuration that is required.

1.2. Work Not Provided.

Cabling of new network ports are not covered by this service. At Bundoora cabling requests should be submitted to Buildings and Grounds and not ITS. At regional campuses, all cabling requests should be submitted to the local IT Support contacts.

2. Submitting Work Requests

Data Port requests must be submitted by the local IT support staff to ensure correct information is provided. Work can be requested via the ITS service desk or via the web page at <http://to be announced>. To process a request, specific information must be provided for the request to be processed.

The required information is:

Information	Example From	Example To
Contact Name	Fred Nerk	Same
Contact Phone Extension	5432	Same
Campus	Bundoora	Same
Building	Peribolos West	Same
Room	104	105
Wallport	104-2	105-1
Special application?	None	Video streaming

In the case of a move, the details provided should indicate both original and destination room and wallport locations. For open plan areas an indication of where in the room the wall port may be required.

3. Relationships (Parties involved)

This service is between ITS and DEST funded areas of the University.

Faculty	IT Contact	Seen and agreed with proposal
Health Sciences	Rob Bassett	√
Education	Howard Nicholas	√
Humanities and Social Sciences	Ray Lane	√
Law and Management	Steve Inman	√
Science Technology and Engineering	Philip Lee as representative	√
Central Administration	Leesa Taylor	√
Library	Vincent Galante	√
Advanced Studies/Hellenic Studies/etc	Relevant CSO	-
Campuses	Relevant Campus Directors/PVCs	-
Outposts (hospitals, legal centres, etc)	Faculty contacts	-

For quasi-commercial and commercial entities (i.e. non-DEST/Research funded) such as Colleges, Union, SARA, Bookshop, Research Park, private companies, non-University Institutes, the charges for services are listed in <http://www.latrobe.edu.au/its/charges> with separate service levels.

4. Audit

Audit - Before any building is covered by this proposal, the building must be audited and cabling cleaned up to a state where ITS is confident that it can provide an acceptable service. This Audit will be done by ITS. The schedule of building audits can be found at <<http://to be advised>>.

Areas and buildings will be included in the service as audits are completed and the responsible contacts have officially handed over responsibility for the communication junctions in question. If the junction/closet is not audited/handed over then ITS will not service the patching for that junction and responsibility for patching will remain with the area contact.

Opt out – Highly technical areas of the University that make very frequent changes may decline this service. If declined, agreement must be reached with ITS regarding the boundary of support. These areas will not be audited and data port patching will be left to Faculty/Department control.

5. Work Conditions/Service Level

Service	Time to complete	
Move Enable And Reconfigure	Campuses with ITS staff: Bundoora/Bendigo/Wodonga/Mildura	Moving a port will be completed within 1 business day of the job being logged with the ITS Service Desk
	Off-campus	As negotiated with Faculty/campus support staff
Add	N/A	
Remove	Unused ports will be electronically disabled immediately and un-patched as required.	

Add Conditions

Installation of new data ports is not covered by this SLA, however ITS will provide switches where required when new ports are added as part of incremental growth in existing buildings. Installations as part of refurbishments or new buildings will be part of the building/refurbishment project and not covered by this service.

Records

Records of wall port to switch port connections will be recorded using a web based database at <http://webnet.latrobe.edu.au>. This database will be visible to Faculty and Department IT staff for use in their local PC management.

Charges

There will not be any additional, ad-hoc or per patch cost for the patching/DNS record keeping service.

6. Incident Management

An incident in this service is a network port that is in some way faulty, either through an error caused by a change, or a previously working port that has stopped working, isn't working to specification or is intermittently working.

All incidents must be logged via the ITS Service Desk. For incidents impacting a small number of users, an ITS Networks staff member will respond to the incident within 4 business hours of it being logged. For severe incidents impacting many users, a technician will respond as soon as possible, depending on resources available. Severe faults must be clearly specified to the ITS Service Desk, with an indication of the impact of the fault.

Due to the unpredictable nature of incidents there will be no guaranteed time to repair faulty network ports. Where possible, spare switch ports or wall outlets may be used to quickly rectify faults while root causes are found. To reduce downtime ITS will keep a stock of spare switches and cables to aid in faster fault correction.

7. Escalation

If a work request has not been completed in a timely manner, the escalation process is initially via the ITS Service Desk. If higher involvement is required, contact the ITS Networks manager, or if not available, the Director, ITS.

8. Monitoring and Reporting.

Monitoring and reporting of compliance of this service will be via the help desk software. The CIO will report to the ICT Policy Committee as required.

9. Review.

Duration – This Service proposal will be ongoing with no expiring date but is subject to review.

Review Schedule – Initial pilot review after 4 months (April 2006).

To be reviewed regularly (but not more often than once every 12 months) by the ICT Policy Committee.

10. Technical Changes

Upgrades to cabling specification, repair to cables and modification of standards that determine the sockets, plugs and leads are planned and implemented by B & G and ITS in conjunction with ad-hoc practice groups as convened from time to time. This proposal does not cover these types of changes nor is it in place when there are extended outages due to cable replacement and other building works.

11. Unauthorised Port Changes.

Any changes to port connections in communications closets and junctions can only be done by authorised ITS Personnel. Any unauthorised changes found will be immediately reverted to documented specification without notice or follow-up.

12. Definitions

Data port – a data port is a standard minimum Category 5 cabled computer connection for network connectivity.

Business hours – Standard University hours of Monday to Friday 9am – 5pm. When ITS changes to 8am to 6pm hours of operation this will be the standard hours of operation.

Revision history		
First Draft 0.1	Michael Biggs	18/10/2005
Draft 0.2	“ “	27/10/2005
Draft 0.3	“”	28/10/2005