
Service Level Description: Networks

Draft 0.6, February 2009

1. Service Aims

- To provide a well-managed network infrastructure suitable for the research, teaching, learning and administrative aims of the College.
- To keep this infrastructure ahead of agreed changes in demand.

2. Operational Framework

- Sole responsibility for the performance and resilience of the campus network infrastructure (wired and wireless) will rest with ITS (except for exclusions detailed below).
- All elements of the campus network must be physically accessible to ITS at all times.
- To maintain service across the network in exceptional circumstances (such as a department or suitable contact being unreachable), ITS may temporarily disconnect a departmental network, server, computer, or any network-connected device. ITS reserves the right to disconnect any part of the network thought to be the source of a fault, if it is affecting others, while further investigation and corrective action takes place. Disconnecting could also occur if a Department, server, computer or other device is hosting material or operating services, intentionally or otherwise, which could adversely affect the reputation of the College.

3. Service Elements

- The connection of the College network to the London MAN. This provides access to JANET and the internet.
- All data connections across campus provided by ITS.
- The network is maintained and monitored Monday – Friday 9:00 am – 5:00 pm.
- Second line support of the connections between campus and networked halls (currently Dean, Chesterman, Loring, Surrey House and Raymont Hall).
- Second line support of user computers connecting to the wireless/ResNet networks
- Advice and support for the network component of all ITS supported applications and services
- The provision, maintenance, development and sole management of all networking infrastructure (including wireless) on and off campus that has been installed with agreement from or by ITS.
- Estimation of growth in demand (where possible) and a three-year rolling plan of replacement.
- Management of networked firewalls. ITS will modify or adapt the firewalls and other security systems in accordance with network changes and threats.
- To provide new network outlets and move existing outlets.

4. Exclusions

- Support of networking equipment supplied as part of a bought in system or package
- Faults caused by systems and/or activities not under the control of ITS.
- Support of equipment connecting to the network not provided by ITS eg student laptops/computers.
- Faults occurring outside Monday – Friday 9:00 am – 5:00 pm will be investigated on the next working day.

5. Service Targets

- ITS will monitor the network for performance and to assist in fault-finding and problem resolution.
- ITS will provide reports on the network taken from the connection to the London MAN (Internet connection).
- ITS will endeavour to provide new outlets, moves and changes within 3 weeks of the request being made.

6. Charges

- ITS will normally pay for new network outlets. However, ITS may request a contribution from departments.
- ITS will not pay towards costs of outlet moves and changes, this must be funded by the originating department.
- Wireless access points are to be purchased by the originating department. ITS will manage the access point and connect this to the network.

7. Contacts

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