



Office of Information Technology
Enterprise Infrastructure
Network Operations & Architecture

Service Level Expectation (SLE) Network Operations & Architecture Services

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Thank you for partnering with us to help deliver IT services to the university community. This document is intended to set expectations about the service Enterprise Infrastructure Network Operations & Architecture (NOA) delivers as well as how to handle exceptions to that service.

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1 Service-Level Expectation Overview

The Enterprise Infrastructure Network Operations & Architecture (EI-NOA) Service-Level Expectation (SLE) outlines the service and support delivery agreement between the EI-NOA group and its Rutgers IT customers and partners. The purpose of the SLE is to:

- Identify services and define service capability and limitation.
- Establish a shared set of expectations for operation and support of services.
- Provide a framework for bi-directional communication between IT Customers and the EI-NOA group.

2 Responsibility Models

The EI-NOA Group is the primary provider of network infrastructure support and services.

2.1 EI-NOA Service & Responsibility

EI-NOA provides the following services for University network infrastructures that include network switches, routers, wireless access points, Power Supply (UPS), and PDU (Power Distribution Unit) devices procured by or in coordination with Enterprise Infrastructure teams:

- Architecture and design
- Hardware and software configuration specification, order, upgrade, configuration, installation, and deployment
- Telecommunication Room (TR) survey
- Service activation, validation, and testing
- Fault monitoring
- Problem triage, analysis, and troubleshooting
- Network Access Control (NAC)
- Device replacement and recovery
- Inventory Management
- Service outage communication
- Service maintenance scheduling and notification
- IP Address Management (IPAM)
- [Central DNS \(Domain Name Service\) and DHCP \(Dynamic Host Configuration Protocol\)](#)
- Change management
- Project Services¹

2.2 Shared Responsibility

If desired, Rutgers IT customers and partners can request to share local access network infrastructure responsibility with EI-NOA. The shared responsibility model is limited to local and (OU) organization unit network access switches and OU Telecommunications Room (TR) equipment. Collaboration across NOA and Rutgers IT customers and teams speeds triage and decreases the time to resolve service issues. Shared responsibility service options include:

- Telecommunication Room (TR) Survey
- Service outage communication, problem reporting and incident escalation

¹ Project Service is coordinated through the OIT Project Management Office (PMO). Please visit the PMO at <https://oitpmo.rutgers.edu/> to submit a Project Service Request (PSR)

- Configuration and documentation of network access switch ports and port vlan assignments
- Provide assistance to EI-NOA for service testing, change management, scheduling, problem triage, site access, maintain current site contact information, analysis and troubleshooting
- Network Infrastructure, DNS, and DHCP delegated administration²

2.3 Shared Responsibility Requirements

Rutgers IT customers, partners, and OU IT group members that request to share responsibility of local access network infrastructure with EI-NOA must register as a Delegated Administrator or local system administrator with the EI-NOC.

3 Support

The Enterprise Infrastructure-Network Operations Center (EI-NOC) is available to provide first line triage and support for all NOA services. Contact the EI-NOC by phone, email, send a comment to Rutgers IT Slack #help-ei-noc, or open a ticket through our web portal:

3.1 EI-NOC Support Contacts

- [Web: https://ei.rutgers.edu/index.php/network-operations-center/](https://ei.rutgers.edu/index.php/network-operations-center/)
- [Email: noc@rutgers.edu](mailto:noc@rutgers.edu)
- [By Phone: 1+848-445-7541 Option 1 \(Data\)](tel:1+848-445-7541)
- [Rutgers IT Slack: #help-ei-noc](#)

3.2 Service Hours

The EI-NOC call center is available to assist with service requests and problem reports during normal hours. Off hours support is provided through the NOC on-call support team.

1 Support and Service Hours

Normal Hours NOC Support	Off Hours NOC On-call Tech Support
Monday – Friday: 8:30am – 5:00pm Saturday & Sunday: CLOSED	Monday through Friday: 5:00pm - 8:30am Saturday & Sunday University Holidays and Closings

² EI-NOA offers delegated administration of network infrastructure, DNS, and DHCP services to registered Rutgers IT customers and partners. Please contact the EI-NOC for information or visit <https://ei.rutgers.edu/index.php/network-operations-center/> for online enrollment forms.

3.3 Service Priority

The EI-NOC (Enterprise Infrastructure – Network Operations Center) utilizes a 4-level priority scale to define service incidents and service requests. These priority levels help to identify the potential impacts to Rutgers University business and assist NOA teams to prioritize incidents or requests as they arise.

2 Service Priority Levels

Priority	Description	Response and Resolution Times	
		Normal Hours	Off Hours
P1	Major interruption to or significant degradation/failure of critical infrastructure service(s) Multiple Organizational Units and/or locations affected Campus-wide or Central services impacted such as clinical, health and life safety, teaching related, high reputation, regulatory, legal compliance risk	Response: 15 Minutes – 1 hour Resolution: 15 Minutes – 4 hours	Response: 15 Minutes – 1 hour Resolution: 15 Minutes – 4 hours
P2	Significant impact to service or location	Response: 15 Minutes – 1 hour Resolution: 15 Minutes – 4 hours	Response: 15 Minutes – 1 hour Resolution: 15 Minutes – 8 hours
P3	Services degraded Single location affected Minimal impact	Response: 15 Minutes – 1 hour Resolution: 15 Minutes – 4 hours	Response: 15 Minutes – 1 hour Resolution: 15 Minutes – 8 hours
P4	Minimal or no impact to service Workaround available Routine service requests	Response: 12-24 hours Resolution: 24-48 hours	Response: 12-24 hours or next business day Resolution: 24-48 hours or next business day

3.4 Service Requests

A service request is defined as a new, routine change, informational request for EI-NOA services. They may also be opened to report a P3 or P4 service request or incident during normal hours.

3.5 Open a Service Request:

To open a service request ticket please visit <https://ei.rutgers.edu/index.php/network-operations-center/> and select the “[Service Requests](#)” link.

You will receive a ticket number via email from the work order system on submission. Email notice will again be sent when your issue is resolved. Often EI NOC staff will require additional information in

order to process your request. Service Requests that require an additional customer response that go unanswered for 3 or more days may be closed with comment “3 days no client response”. The Service Request can be reopened as necessary per client request.

3.6 Service Incidents

A service incident is defined as an event that negatively impacts the operation, integrity, or stability of Rutgers University business.

3.7 Service Incident Communications

EI Network Operations Center (NOC) communicates service related incidents via web and email notification:

- a. Network Status: <https://tdtools.rutgers.edu/netstatus/>
- b. Email Notification: Net-people@email.rutgers.edu

RU IT Customers are encouraged to subscribe to net-people and review incidents via these resources or contacting the NOC during normal hours prior to reporting incidents.

Clinical P1, P2, and P3 incidents are also directly communicated to RBHS IT Partners³.

Contact the EI-NOC to learn more about available resources and how to connect with the NOA support teams.

Larger incidents which need to be communicated to the wider university community are handled through the OIT Enterprise Service Delivery Team.

3.8 Report or Escalate a Service Incident

When a service incident happens, customers can report or begin the escalation process by contacting the EI-NOC.

Normal Hours:

1. To reach the NOC during normal hours please call +1 (848) 445-7541 and select Option 1 for Data.
LISTEN TO THE PROMPTS AND CHOOSE THE BEST OPTION
2. The system will attempt to connect you directly to an EI NOC team member. If an EI NOC team member cannot be immediately reached, you will be prompted to leave a message, call back, or use one of the online options to submit a request.

Please provide all proper contact information for an EI NOC staff member to properly manage your request. Leaving incomplete information can/will delay the escalation and resolution of service(s) or incident(s) being reported.

³ RBHS IT Partners are designated contacts or delegated administrator of known clinical or school areas. Please contact the EI-NOC for information or visit <https://ei.rutgers.edu/index.php/network-operations-center/> for online enrollment forms.

Off Hours:

1. To reach the NOC on-call technician please call +1 (848) 445-7541 and select Option 1 for Data.
LISTEN TO THE PROMPTS AND CHOOSE THE BEST OPTION
2. The system will attempt to connect you directly to an EI NO team member. If an EI NO team member cannot be immediately reached, you will be prompted to leave a message. Please leave all proper contact information for an EI NO team member to properly return your call. Leaving incomplete information can/will delay the escalation and resolution of service(s) or incident(s) being reported.

Emergency Closings:

1. To reach the NOC on-call technician please call +1 (848) 445-7541 and select Option 1 for Data.
LISTEN TO THE PROMPTS AND CHOOSE THE BEST OPTION
2. The system will attempt to connect you directly to an EI NO team member. If an EI NO team member cannot be immediately reached, you will be prompted to leave a message. Please leave all proper contact information for an EI NO team member to properly return your call. Leaving incomplete information can/will delay the escalation and resolution of service(s) or incident(s) being reported.

Once a call is placed an alert is created in our Opsgenie software instance. This cloud-based tool will follow a pre-defined escalation policy to reach someone in the EI-NOA Group. The policy is as follows:

1. The call is routed directly to the on-call technician. If they can be reached, you will be connected via voice. The tech will ask for your contact information and work order ticket number. They will arrange for a call back.
2. If the call is not connected quickly, the system will take a voice mail. This voice mail will be attached to an alert which will follow the normal escalation path.
 - a. The on-call tech is given 5 minutes to acknowledge the alert.
 - b. The other members of the on-call rotation are contacted and given 5 minutes to acknowledge the alert.
 - c. After 10 minutes, the alert is escalated to NOC Manager.
 - d. Alerts continue to repeat until acknowledged.

Please note, the timeframes given are for acknowledgement. All on-call technicians in EI are capable of basic triage for incidents, but may need to engage other teams during problem resolution. Only one staff member is officially on call. Reaching other resources will continue to be best effort.

4 Maintenance

EI-NOA regularly performs maintenance operations that potentially impact University business. All work is performed within established change periods when possible to minimize impact to services. EI-NOA determines risk prior to scheduling or performing change work.

4.1 Maintenance Change Periods

EI-NOA performs work according to the following schedule:

3 Maintenance Change Periods

Change Period	Change Risk	Announcement	Schedule
Scheduled Maintenance	Low, Medium, High	Weekly	Tuesday, Wednesday: 6:00am – 9:00am Thursday: 6:00am – 9:00am 5:00pm – 10:00pm
Emergency Maintenance	High, Urgent	As needed	As needed
Customer Scheduled Maintenance	Low, Medium, High	Weekly	By customer request
Routine	Low	none	Monday – Friday: 9:00am-4:30pm
Semester Start Freeze⁴	Low	Varies, Aligned to Fall/Spring Semester start dates	7-10 day freeze (<i>Freeze begins the first day of the Semester</i>)
Exam Period Freeze⁵	Low	Varies, Aligned to Fall/Spring Semester exam dates	4-7 day freeze (<i>Freeze begins on the first exam day, and extends throughout the exam period.</i>)
University Commencement Freeze	Low	Varies, Aligned to University Commencement date	1-2 day freeze

4.2 Maintenance Communication

Enterprise Infrastructure communicates maintenance information via web and email notification.

1. Network Status: <https://tdtools.rutgers.edu/netstatus/>
2. Email Notification: Net-people@email.rutgers.edu

IT Customers are encouraged to subscribe to net-people and review change periods via these resources. Please visit the NOC Services site at: <https://ei.rutgers.edu/index.php/network-operations-center/> to learn more about available resources and how to connect with the NOA support teams

⁴ The restriction of changes at the start of the fall and spring semester applies to Rutgers University Academic network infrastructure and services. See the following URL for schedule updates: <http://www.td.rutgers.edu/policies-guidelines/network-maintenance-freeze-periods/>

⁵ The restriction of changes during the fall and spring exam periods applies to Rutgers University Academic network infrastructure and services. See the following URL for schedule updates: <http://www.td.rutgers.edu/policies-guidelines/network-maintenance-freeze-periods/>

5 Contact & Escalation Assistance

If at any time our support does not meet service level expectations, please use the following EI-NOA Contact and Escalation information for assistance.

