Infrastructure Implementation Service (IIS)
Service Deliverables

Revision 1.0

(DRAFT)

Mission Statement:

The EPS Infrastructure Implementation Services (IIS) team is responsible for building, implementing, decommissioning and supporting distributive, midrange and network devices through the project life cycle. Through our partnerships across IS, we are committed to providing a quality product and service to our customers.

Project Guidelines:

Infrastructure Implementation Services (IIS) handles any base and discretionary projects that require distributive, midrange or network devices. This will also include any load balancing, IP NAT statements, enhancements to environment, and renewals on network devices. All projects will have at least a 2 week lead time in order to gather requirements, work with Engineering, and adhere to the NCC standard change control policy.

All Infrastructure Implementation projects are initiated through the **ClearView** system. All base projects will be ranked and prioritized within the **ClearView** system and directed to the infrastructure project review board for approval. (IIS project priority levels are defined on page 3).

All Project Managers (PM), Integration Engineers (IE), or Engineers will support and provide the necessary technical requirements with proper documentation. Any new technology needs to be tested by Engineering and approved by EPS prior to implementing.

Project Managers and Technical Project Managers will be expected to create and manage change controls for all projects. Project Managers and Technical Project Managers will also be responsible for sending out any communications, depending on the severity of the change, to the proper groups prior to the change.

Out of Scope:

Distributed and Midrange Servers:
Any remediation or upgrades to Distributed or Midrange devices are handled by Infrastructure Maintenance Services (IMS) or 3rd Tier LAN.

Network Devices:
Any remediation or upgrades to network devices are handled by Infrastructure Maintenance Services (IMS) or 3rd Tier WAN.

Workstations:
All production workstation installations are handled by Field Services.

National City