Infrastructure Maintenance Service (IMS)
Service Deliverables

Revision 1.0

National City

Mission Statement:
The EPS Infrastructure Maintenance Services (IMS) is responsible for providing proactive maintenance and remediation to distributed and network devices. Proactive maintenance and remediation tasks can be initiated through product end life, vendor best practice guidelines, vendor advisories, proactive discovery, and large scale NCC maintenance projects.

Project Guidelines:
Infrastructure Maintenance Services (IMS) is designed to take on large rollouts to either the distributive or network environments. Projects usually include a large number of devices at a time. Small scale "one off's" or immediate break-fix situations will be handled by 3rd Tier, Network Control, or Field Services. Note: IMS is not a reactive break-fix team. All projects will have at least a 2 week lead time in order to gather requirements, test solutions, and adhere to the NCC standard change control policy.

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

All project requestors, subject matter experts, or appointed technical leads will support and provide remediation and maintenance tasks with proper <u>documentation</u>. All solutions will be tested and proven in the test center by 3rd Tier Support, or Engineering with the involvement of an IMS resource prior to implementation.

IMS technicians will be expected to create and manage change controls for their respective tasks and initiatives. Project Managers and Technical Project Managers will be expected to create and manage change controls for larger 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:
Due to the lack of technical resources the following areas are out of scope: Midrange, Mainframe, Desktop, Patching, & Applications are out of scope for the Infrastructure Maintenance Services.

Asset management, asset validation, asset inventory, asset tracking will remain a job function of the platform managers.

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Project Request Priority Levels 1 – 5 within ClearView are defined as the following:

Priority 1 – **will be directed to the infrastructure project review board** for approval and takes priority over project levels 2, 3, 4, and 5. These projects will typically involve 3rd Tier Support, Engineering and IMS resources to work together to initiate and complete due to the severity level. Other projects can be put on hold due to a priority 1.

Priority 2 – **will be directed to the infrastructure project review board** for approval and takes priority over project levels 3, 4, and 5 projects. These projects will typically involve 3rd Tier Support, Engineering and IMS resources to work together to initiate and complete due to the severity level. Other projects can be put on hold due to a priority 2.

Priority 3 – **will be directed to IMS management** for project approval and resource allocation. These projects should have a starting lead time of at least 2-3 weeks and will be completed within 4- 8 weeks. These times could increase or decrease depending on resource availability, criticality, and number of devices involved.

Priority 4 – **will be directed to IMS management** for project approval and resource allocation. These projects should have a starting lead time of at least 2-3 weeks and will be completed within 8-12 weeks. These times could increase or decrease depending on resource availability, criticality, and number of devices involved.

Priority 5 - **will be directed to IMS management** for project approval and resource allocation. These projects should have a starting lead time of at least 2-3 weeks and will be completed within 12- 16 weeks. These times could increase or decrease depending on resource availability, criticality, and number of devices involved.

Projects that require more than 40 hours of resource availability will be automatically be directed to the infrastructure project review board for approval.

Project Assumptions:
1. All initiatives will be driven by the **ClearView** system
2. Resource hours and funding estimates have been calculated by the project sponsor
3. C1 forms have been submitted by the Project Sponsor
4. Funding has been approved by senior management
5. Larger initiatives will require a Project or Technical Project Manager
6. The project sponsor will be responsible for engaging a Technical Project Manager
7. All maintenance and remedial initiatives will begin in the test center prior to production.

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