CCS (TNS) Network Support/Liaison Procedures

As of October 2, 1995, TNS assumed support service for the Library's Network (everything to the wall jack). The **Network** is defined as:

> **"from the active components (i.e., Routers. Concentrators, Ethernet Switches, etc.) to the jack"**

The emergency response time during *NORMAL BUSINESS HOURS* will be no greater than 30 minutes and during off hours no greater than 2 hours. *NORMAL BUSINESS HOURS* are defined as 8 A.M. to 4:30 P.M. Monday through Friday, SDSU holidays excluded. *NON-BUSINESS HOURS* are everything else.

An **EMERGENCY** is defined as:

> **"AN ENTIRE LAB, BUILDING, DEPARTMENT OR OTHER MAJOR AREA IS AFFECTED"**

Only problems with infrastructure equipment (routers, hubs, amplifiers and backbone wiring) constitute an emergency outage. The end-user (Sandy Neer [Carol Phillips]) should verify that the perceived problem affects more than their one workstation before exercising this procedure.

The on-call technician (TNS) that is contacted via this procedure makes the ultimate decision on if an emergency situation actually exists. There is an on-call technician during non-business hours that will change from week to week through a rotation schedule. The on-call technician will carry a pager and have access to a cellular phone. The purpose of the cell phone is so that the on-call technician can quickly return calls regardless of location. A second pager number is provided in case the first pager cannot be reached.

Verifying CCS (TNS) Network Support Need:

1. InfoSys Service Requests generated for Library personnel will be checked by SANS staff for possible PC hardware, software, or Netware involvement in the problem. If none of these items are involved, then SANS staff will recommend to the end-user (Sandy Neer [Carol Phillips]) that CCS (TNS) Network Support be notified in the appropriate manner.

AND/OR

2. If the InfoSys Service Request generated for Library personnel concerns PACnet, then PAC Support/SAT will check for possible PACnet hardware or software involvement in the problem. If none of these items are involved, then PAC Support/SAT will recommend to the end-user (<u>Sandy Neer [Carol Phillips]</u>) that CCS (TNS) Network Support be notified in the appropriate manner.

Paging Procedure for Emergency TNS Network Support:

1. The end-user (<u>Sandy Neer [Carol Phillips]</u>) should page **800-705-1202**. After the tone, enter the numeric phone number at which the end-user (<u>Sandy Neer [Carol Phillips]</u>) can be reached **OR** leave voice mail. An email can also be sent to page the on-call technician at 7051202@pagenet.net. The on-call technician (<u>TNS</u>) should call back within 15 minutes. The end-user (<u>Sandy Neer [Carol Phillips]</u>) needs to remain near the phone while waiting for the on-call technician (<u>TNS</u>) to respond back. If the end-user cannot be reached by, the on-call technician (<u>TNS</u>) will assume that the emergency no longer exists.

2. If no response AFTER 15 MINUTES, the end-user (<u>Sandy Neer [Carol Phillips]</u>) should call **619-316-0158** (Kent McKelvey's cell phone).

Regular CCS (TNS) Network Support Contact Options:

During normal business hours service is obtained by calling **594-5261** or sending Email to **workreq@mail.sdsu.edu**.

Escalation Procedures for TNS Network Support:

1. Contact Kent McKelvey: 619/594-3245 (work) 619/272-8951 (home) 619/316-0158 (cell phone). Email: mckelvey@mail.sdsu.edu.

2. If further escalation is required contact Riny Ledgerwood 619/594-4952 (work). Email: Riny.Ledgerwood@sdsu.edu.