Network Performance Monitoring Service

Data Communications

April 20, 2020

Rate
$100 per month/per Admin Group (ID)

General Overview
The Network Performance Monitoring (NPM) service provides quick detection, diagnosis, and resolution of outages and performance issues. It offers network and application views that are designed to deliver the critical information.

Service Details
The service includes:
- All tools that are included in the standard network monitoring software
- Port utilization information
- Track uptime availability

The service does NOT include:
- Setup and maintenance of Automated Reports and customized Map Views, which would be charged based on time and materials
- The Office of the CIO will not monitor or respond to alerts relating to customer-managed devices
- Training on use of the network performance monitor, which would be charged based on time and materials
- Assistance with use of the network performance monitor or with resolving problems with customer managed devices will be charged based on time and materials
- Automated alerts to designated individuals are by request only and will be charged based on time and materials

The service has many benefits, including:
- Monitors and analyzes real-time, in-depth, network performance statistics for routers, switches, wireless access points, servers, and any other SNMP or WMI enabled devices.
- Simplifies network, application and/or service issue investigation.
- Enables advanced alerting for correlated events, sustained conditions, and complex combinations of device states

Roles and Responsibilities
Responsibilities of the Office of the CIO include:

Network Performance Monitoring Service

- Providing the service
- Providing assistance in using the service (time and materials will apply)
- Creating reports, alerts and customized map views in system (time and materials apply)
- Contacting POC designated by the customer for all devices under the 24x7 SLA.

Responsibilities of the customer include:
- Provide up to date POC and authorized service requestor documentation
- Working in collaboration with the Office of the CIO to resolve networking issues
- Notification of any customer managed device changes

Requesting Service

Contact the OCIO Help Desk at 402-471-4636 or by email at cio.help@nebraska.gov or Submit a Service Request via the Service Portal: https://serviceportal.ne.gov

Service Expectations, Hours, Availability and Reliability

The Network Performance Monitoring Service is available 24x7. Please see the list of required information when requesting 24x7 services.

24x7 Customer Responsibilities include:
- Providing 24x7 contact information
- List of mission critical devices/services
- All 24/7 equipment will require a monitored battery backup provided by the Agency managed by the OCIO

Cost and Billing Information

The Office of the CIO uses Billing Accounts, Job Codes and Work Order numbers for authorizing work and tracking costs for specific projects. The customer may designate which job code and work order number to use or request a new job code and work order number. Contact the Office of the CIO for assistance with developing an accounting structure that meets the needs of the organization.

Customer Support and escalation

Customers may contact the help desk 24x7. Help may be obtained by calling 402-471-4636 or, for less urgent problems, directing an e-mail to cio.help@nebraska.gov . Customers may also open tickets by visiting https://serviceportal.ne.gov .

For further information, please contact:

The Office of the CIO Service Desk

Request this Service: https://serviceportal.ne.gov

cio.help@nebraska.gov

402-471-4636 or 800-982-2468