APPENDIX C - ITS SERVICE DESCRIPTION

SERVICE NAME
NETWORK SERVICES CONTRACT MAINTENANCE

SERVICE DESCRIPTION
Administration and maintenance of technology contracts and purchases of network infrastructure services for UI departments.

INTENT
ITS is involved, or should be involved, with any service provision for Internet connectivity that expands upon the UI’s network infrastructure. The intent of this service is help departments by expanding ITS’s role in this process to include administration and management all agreements for network Internet connectivity. This service will gain efficiencies through vendor agreement and payment consolidation, will provide visibility to the UI administration on network service provider costs for the entire university, and will help ensure that the network service provider is adhering to contractual provisions that can often appear complex to persons unfamiliar with technological terminologies and processes.

SERVICE ASSUMPTIONS

ITS RESPONSIBILITIES
- Collaborate with the UI department needing to acquire network services
  - Gathering departmental requirements for the service (cost, bandwidth, length of commitment, etc.)
  - Identifying the service provider which best fits the departmental requirements
  - Working with the vendor to secure the service
  - Preparing and maintaining purchase orders, service agreements, or other documentation needed to acquire and purchase the service
  - Processing network services invoices for payment through Banner
  - Providing copies of service agreement documentation to the department
- Send notifications to department of changes in the agreement--changes in costs, expirations, renewals, etc.
- Send notification to department of any anomalies noticed in the service billing

CUSTOMER RESPONSIBILITIES
- Pay for the network services as contractually agreed upon with the network service provider
- Provide budget and contact information to ITS for the network service
- Notify ITS of any intended changes to the funding or service levels required in the network service agreement

SERVICE MANAGEMENT

SERVICE REQUESTS
- New network services may be requested through the ITS Networks team.

ITS CONTACT INFORMATION

<table>
<thead>
<tr>
<th>Contact</th>
<th>Email</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service</td>
<td>Email</td>
<td>Phone</td>
</tr>
<tr>
<td>------------------------------</td>
<td>------------------------------</td>
<td>-------------</td>
</tr>
<tr>
<td>Service support &amp; requests</td>
<td><a href="mailto:netteam@uidaho.edu">netteam@uidaho.edu</a></td>
<td>208.885.XXX</td>
</tr>
<tr>
<td>Purchase order or payment</td>
<td><a href="mailto:itsfrontoffice@uidaho.edu">itsfrontoffice@uidaho.edu</a></td>
<td>208.885.6721</td>
</tr>
<tr>
<td>Agreement support</td>
<td>its-bill@<a href="mailto:uidaho@uidaho.edu">uidaho@uidaho.edu</a></td>
<td>208.885.2497</td>
</tr>
</tbody>
</table>

**SERVICE COSTS**

*See Appendix B of the Master Agreement.*

**NOTES**