
NETWORK SUPPORT RESPONSE PROCEDURE (TEC-P011)

WENATCHEE SCHOOL DISTRICT

1.0 SCOPE:

- 1.1 This procedure outlines the expectations for network support and response times for the supported services listed in section 5.0.

**The online version of this
procedure is official;
therefore, all printed versions
are unofficial copies.**

2.0 RESPONSIBILITY:

- 2.1 Director of Operational Technology

3.0 APPROVAL AUTHORITY:

- 3.1 Director of Operational Technology

4.0 DEFINITIONS:

- 4.1 LAN – Local Area Network
- 4.2 WAN – Wide Area Network
- 4.3 Server – Computer dedicated to data storage or network service
- 4.4 Layer 2 – Data Link Layer (Ethernet transmission 802.x)
- 4.5 Layer 3 – Network (Routed) Layer

5.0 PROCEDURE:

- 5.1 The Director of Operational Technology receives a request for network service, acknowledges receipt of the request, and determines if it is urgent, critical, routine, or deferred.
- 5.2 If a request is identified as urgent, the expected response time is approximately 60 minutes from notification acknowledgment. Urgent requests involve a total network failure and include the following:
 - 5.2.1 Wide Area Network (WAN) failure disrupting data transmission exchange or services between buildings, District Office core, or K-20 services.
 - 5.2.2 Local Area Network (LAN) failure disrupting a localized segment, such as a building wing, department, lab, or multiple classrooms without service.
 - 5.2.3 Network failure disrupting instructional dependent services, including libraries, student labs, and student servers.
- 5.3 If a request is identified as critical, a response will be made within 24 hours of notification acknowledgment. Such requests include the following:
 - 5.3.1 Local Area Networking (LAN) contained to a single classroom.
 - 5.3.2 Instructional supervisor (teacher) failure of network-related hardware or software.
 - 5.3.3 Wireless connectivity failure.
- 5.4 If a request is identified as routine, a response will be made within 72 hours of notification acknowledgment. Such requests include the following:

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- 5.4.1 Student station (single non-lab access hardware/network)
- 5.4.2 New installation of critical services, such as lab expansion, instructional server relocation in facility, operational support requirements.
- 5.5 If a request is identified as a deferred project, it will be completed as scheduled. Deferred projects include the following:
 - 5.5.1 New installation of non-critical services.
 - 5.5.2 Non-failure systems upgrades (operating system/hardware/network)

6.0 ASSOCIATED DOCUMENTS:

- 6.1 None

7.0 RECORD RETENTION TABLE:

<u>Identification</u>	<u>Storage</u>	<u>Retention</u>	<u>Disposition</u>	<u>Protection</u>
None				

8.0 REVISION HISTORY:

<u>Date:</u>	<u>Rev:</u>	<u>Description of Revision:</u>
04-Dec-06	A	Original Release
08-Aug-07	B	2.1 Responsibility change, 3.1 Authority change

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