

Network Performance Monitoring Service

December 30, 2014

Last updated: December 30, 2014

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

1. Rate:

2. General Overview:

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

3. Service Description:

The service includes:

- All tools that included in the standard network monitoring software (Solarwinds' Orion Network Performance Monitor)
- Automated alerts and reports to designated individuals upon request
- Port utilization information
- Track availability
- Network mapping.

The service does not include:

- 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.

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-enabled devices.
- Simplifies network issue investigation with drill down maps and Top 10 views of your global network.
- Scales to accommodate growth and management needs with a hot standby engine, multiple polling engines, and additional web servers
- Enables advanced alerting for correlated events, sustained conditions, and complex combinations of device states

4. Roles and Responsibilities

The Office of the CIO is responsible for:

- Providing the service;
- Providing assistance in using the service;

The customer is responsible for:

- Designating who within an agency is authorized to request service;
- Developing the skills necessary to use the network monitoring tools effectively;
- Adhering to standards for using the service;
- Working in collaboration with the Office of the CIO to resolve networking issues.

5. Requesting Service

Contact the OCIO Help Desk at 402-471-4636 or by email at cio.help@nebraska.gov.

6. Billing Information:

Billing is processed through CSB (Communications System Billing). CSB uses a combination of accounts, job codes and billing numbers for authorizing work and tracking costs for specific activities. The customer may designate which job code and billing number to use. Contact the Office of the CIO for assistance with developing an accounting structure that meets the needs of your organization.

7. Service Hours, Response Times and Escalation:

Customers may contact the help desk 24 X 7. Help can be obtained by calling 402-471-4636 or, for less urgent problems, directing e-mail to cio.help@nebraska.gov. Customers can also open tickets by visiting <https://ciohelpdesk.nebraska.gov/user/>. The help desk web site can be accessed at http://www.cio.nebraska.gov/tech_serv/help_desk.

The Network Performance Monitoring Service is available 24x7.

For further information, please contact:

Office of the CIO Help Desk
cio.help@nebraska.gov
402-471-4636 or 800-982-2468