

Network Availability Service Level Agreement

1.0 Purpose/Scope

We strive to provide reliable, predictable, efficient service to our customers. This SLA defines OIT's commitment to availability of NKU's network services.

2.0 Agreement Timeframe

July 1 – June 30 (ongoing)

OIT will provide semi-annual reporting measurements to verify SLA metrics are being met.

This document will be reviewed annually for updates/modifications.

3.0 Description

The IT team provides NKU with network access to local and internet services. The NKU network is complex and will be defined and measured in 2 areas:

- Campus Internet Access - ISP / Firewall Services
- Building Network Services - Router

Campus Internet Access - ISP / Firewall Services are the 2 systems that are required for the NKU university to have an internet connection.

Building Network Services - Routers are installed in each campus building and bridge the connection between the network switches and the firewall.

4.0 Key Metrics/Measurements/Availability

- Campus Internet Access will be available >99%*
- Building Network Services will be available >95%*

*Availability is determined by a monitoring system

5.0 Intended Users/Stakeholders

This agreement is between The Office of Information Technology and all faculty/staff/students/alumni/retirees who meet the terms of NKU's [Acceptable Use Policy](#) and abide by all applicable policies and procedures adopted by the University.

6.0 Costs

OIT network services are available at no additional cost. If there are requests for services beyond what is outlined in this SLA, OIT has the option to charge for requested services.

7.0 Maintenance

There is a standard maintenance window scheduled between 12-6 a.m. on Saturday mornings. Additional maintenance windows can be scheduled if necessary. All maintenance windows within NKU's control will be announced to campus two weeks prior. Maintenance windows will be excluded when determining the monthly availability of the business application software.