

# Network Performance Monitoring Service

*Data Communications*  
*July 2021*

**Rate:** FY22/FY23 \$100.00/Admin Group (ID)/month

Description	Rate FY22/FY23	CSB Product Code
Network Performance Monitoring Service	\$100.00/Admin Group (ID)/month	0000M-01

All OCIO rates can be found at: <https://cio.nebraska.gov/financial/serv-rates.html>

### 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

# Network Performance Monitoring Service

## 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:

- 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 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

## ***Network Performance Monitoring Service***

### **Cost and Billing Information**

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 the organization.

### **Customer Support and Escalation**

Customers may contact the service desk 24x7. For assistance please call 402-471-4636 or, for less urgent problems submit 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>**

**402-471-4636 or 800-982-2468**