



# Network Management

## Monitor, report, manage your network

Network Management Services provides expert support services to optimise and manage your complex communications infrastructure.

We provide support using best-of-breed tools to remotely monitor, manage and report on your networks and on-site devices.

It is your infrastructure combined with our tailored monitoring, reporting, tools and/or management, operating as part of your ICT function.

The service is available as a custom designed solution or an easily priced bundle that includes equipment rental, proactive management, diagnosis and fault management and reporting.

## Benefits

- Inside government expertise and toolsets provide support and advice when you need it
- Flexible services designed for your business needs
- Standard incident management for diagnosis, escalation and resolution.
- Predictable costs and budgeting
- Proactive maintenance
- Proactive monitoring and reporting
- Planning with our dedicated team
- Multi-vendor design and support, enabling you to access all your maintenance agreements via one provider
- Fault and incident management support

## Prerequisites

None

## Features

- Wide area network management
- Network equipment supply and maintenance
- Network integration
- Design, delivery and commissioning
- Professional and consulting services
- Network supplier management
- End-to-end network monitoring
- Security and risk advice

## Variants

- Carrier service provisioning and management
- Device management and maintenance
- Voice billing reconciliation

## Metrics

Availability: 24 x 7 x 365

Incident response: 24 x 7

Requests: Monday to Friday 8am to 6pm

Fulfilment:

- ▶ New service – subject to client requirements
- ▶ Change to existing service – 1 to 2 work days

## Reporting

A range of dashboards and vendor performance reporting.

## Additional and related services

- QGN Ethernet (QGNE)
- QG Regional Network (QGRN)
- QG Internet Service Provider (QGISP)
- Vendor management

## Options

- ➔ Management of client owned network services and infrastructure
- ➔ End of life equipment management
- ➔ Management and provisioning as a full service
- ➔ Contract management
- ➔ Project management

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## Ordering

Please contact your CITEC representative

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