



# Network Management

## Monitor, report, manage your network

Network management services provide flexible monitoring, management and reporting that optimises performance and operation of the agency's network and infrastructure.

The service is highly flexible and integrates with the agency's ICT function, infrastructure and vendors. It can target all or part of the core and outlying networks (regional and remote), regardless of their technologies. It can include third party maintenance suppliers and carriage providers associated with the agency's network (core, WANs, LANs) and equipment.

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

## 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

- Operational network management of the 's core network, Wide Area Networks (WANs) and Local Area Networks (LANs)
- Premise Equipment (CPE) management

## Metrics

Availability: 24 x 7 - 99.99% for CITEC supplied facilities or component services.

Incident response: 24 x 7 or business hours

Requests: Monday to Friday 8am to 6pm

Fulfilment:

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

## Reporting

A range of reports and vendor performance reporting is available.

## Additional and related services

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

## Options

- ➔ Management of agency owned network services and infrastructure
- ➔ Network upgrades and end of life equipment management
- ➔ New designs, architectures or technology advice and recommendations
- ➔ Management and provisioning as a full service
- ➔ Regional or remote site installs, cabling and commissioning
- ➔ Contract management
- ➔ Project management
- ➔ Additional service options may be negotiated

## Ordering

Please contact your CITEC representative

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