

## State of Ohio IT Guideline

LAN/WAN Maintenance

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### Technology Guideline ITG-NET-01

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**Sponsor:** Multi-Agency CIO Advisory Council (MAC)  
**Endorsed By:** Enterprise Technical Architecture Subcommittee (ETA SC);  
Leadership Management Committee of the MAC (LMC)  
**Approved By:** H. Samuel Orth III, State CIO

#### 1.0 Purpose

This document provides guidance to state agencies that are acquiring LAN/WAN maintenance.

#### 2.0 Background

This guideline was developed by the LAN/WAN Work Group. The LAN/WAN Work Group was formed by the Multi-Agency CIO Advisory Council (MAC) Enterprise Technical Architecture Subcommittee (ETA SC) to develop enterprise technical architecture and best practice recommendations for the state's LAN/WAN infrastructure.

#### 3.0 LAN/WAN Maintenance Guideline

State agencies should carefully review their LAN/WAN equipment maintenance needs annually to optimize levels of coverage and determine whether maintenance should be provided. The following actions are recommended:

- Reconcile equipment records with billing to ensure that the agency is being charged for the appropriate items.
- Use Cisco SMARTnet Service only for devices that meet the following criteria:
  - Require 24x7 Technical Assistance Center (TAC) support
  - Require TAC support but cannot be covered under Smart Foundation
  - Require better than 8x5 Next Business Day (NBD) Advanced Replacement
  - Require 8x5 NBD Advanced Replacement but cannot be covered under Smart Foundation
  - Require ongoing Cisco Operating System software updates other than just bug/security fixes
  - Require only bug/security fixes for Cisco Operating System software but cannot be covered under Smart Foundation
- Use Cisco Smart Foundation Service only for devices that meet the following criteria:

- Require 8x5 Small Business TAC Support
- Require 8x5 NBD Advanced Replacement
- Require only bug/security fixes for Cisco Operating System software
- Non-mission-critical purpose
- Rely on the Cisco Limited Lifetime Warranty for switches that are covered. There are several stipulations:
  - Cisco Limited Lifetime Warranties apply only to the original purchaser of the equipment. The maintenance contract must allow agencies to transfer equipment with Limited Lifetime Warranties between agencies, and keep the Limited Lifetime Warranty valid.
  - If this is not possible, the state of Ohio should be listed as the purchaser for all new procurements instead of individual agencies.

#### **4.0 References**

Section 125.18 of the Ohio Revised Code (ORC) provides the State Chief Information Officer the authority to coordinate and superintend statewide efforts to promote common use and development of technology by state agencies.

#### **5.0 Procurement Guidance**

None

#### **6.0 Definitions**

None

#### **7.0 Related Resources**

None

#### **8.0 Inquiries**

Direct inquiries about this guideline to:

Enterprise IT Architecture and Policy  
Investment and Governance Division  
Office of Information Technology  
Ohio Department of Administrative Services  
30 East Broad Street, 39th Floor  
Columbus, Ohio 43215  
Telephone: 614-644-9352  
Facsimile: 614-644-9152  
E-mail: [State.ITStandards.Manager@oit.ohio.gov](mailto:State.ITStandards.Manager@oit.ohio.gov)

Ohio IT Guidelines can be found on the Internet at: [www.ohio.gov/itp](http://www.ohio.gov/itp).

**9.0 Document Revisions**

Date	Description
August 2010	Original version of the LAN/WAN Maintenance guideline

**10.0 Attachments**

None