

### Service Description

The State of Ohio's One Network is a unified solution that brings together design, engineering, operations, service delivery, security, mobility, management, and network infrastructure to target and solve key government challenges by focusing on processes, procedures, consistency and accountability across all aspects of state, city and local government.

Ohio One Network can deliver an enterprise network access experience for their customers regardless of location or device and deliver a consistent, reliable network access method.

An Ohio One Network customer might also be interested in these OIT services:

- Local Area Network (LAN) Connectivity
- Secure Authentication Services

### Customer Benefits

- **Cost-savings** - The customer will save money by not incurring additional expenses for personnel and equipment associated with monitoring and maintaining the service.
- **Efficiency** - This service is delivered in a manner that requires fewer resources (i.e. cost, labor, time, etc.) to meet the operational demands of the customer.
- **Support** - Service support is provided by OIT staff who are skilled and experienced in planning and provisioning, maintaining and troubleshooting the service.

### OIT Provides

- Circuit and Network installation and monitoring
- Incident resolution and change management via the Customer Service Center
- Routine maintenance
- Service monitoring and alerting
- Service provisioning and implementation
- Quality of Service (QoS) Support

### Maintenance Schedule

Scheduled maintenance occurs every Tuesday from 3:00 a.m. to 6:00 a.m. Outages will be minimized or canceled whenever possible. OIT schedules extended outages twice per year. The scheduled extended outage dates are negotiated with the customer at the beginning of the year, and typically run from 6:00 p.m. to midnight. If a shorter outage window is required, the outage will be scheduled from 6:00 p.m. to 9:00 p.m.

## Incident Response & Resolution

As a primary service, Ohio One Network support staff is available 24 x 7 for both incident reporting and resolution. Ohio One Network staff will respond to the customer within 30 minutes of a reported incident. Customer involvement is essential to resolving issues; therefore, the customer will need to provide a Technical Contact resource. With collaboration from the customer and vendor resources, staff will commit to resolve the incident within 4 hours

## Service Objectives

Category	Evaluation Criteria	Target
Availability	Ohio One Network uptime	99%
Incident Responsiveness	Ohio One Network support staff responds to the customer (i.e. acknowledges and confirms receipt of incident ticket) within 30 minutes.	100%
Incident Resolution	Ohio One Network support staff resolves incident within 4 hours.	75%

## Customer Requirements

- Maintain agency and service contact lists via the IT Enterprise Services portal at: <http://itenterprise.ohio.gov>.
- Provide DAS OIT with a valid billing number.
- Place service order via the OIT Enterprise Service Catalog.

## Additional Information

For more information on this service or the Service Level Agreement, contact the Customer Service Center at [CSC@ohio.gov](mailto:CSC@ohio.gov).

Visit us on the web at: <http://das.ohio.gov/Divisions/InformationTechnology.aspx>.