ACEnet Basic Support Process Understanding

This document describes the basic responsibilities, functions and support actions to be taken and by whom in support of the Allen County Education Network (ACEnet).

**Basic Responsibilities and Functions**

Internet drainage is provided by IOT/IHETS via ITN between IHETS sources and the IPFW point of presence (POP) located at Indiana Data Center (IDC).

IPFW provides the network backbone design and architecture and management. IPFW and IDC share the monitoring responsibilities as described in this document under Support of ACEnet.

ITS Help Desk at IPFW serves as the ACEnet Help Desk during normal IPFW Help Desk hours. IDC will serve as the ACEnet Help Desk outside of these hours. The hours and phone numbers of both are listed at the end of this document under Contacting ACEnet Help Desk.

Technical directors of the ACEnet school corporations manage their corporation networks. They, or their designated backup, will alert the ACEnet Help Desk for

1. Any planned service outages: include date, time down and expected time up
2. Any planned activity that may impact ACEnet resources outside normal IPFW-ITS hours, include date and time of this activity
3. Discuss any possible configuration changes which may impact ACEnet
4. Report any service problems. Describe the exact nature of the problem, any error messages or URL’s involved.

The technical directors are responsible for providing and updating the contact information for the primary, secondary and tertiary contact person for their school corporation to Sandy Schaufelberger, Project Coordinator, 260-481-0747

**Support of ACEnet**

IDC and Comcast will provide continuous monitoring (24 x 7 x 365) of ACEnet for reliability. IPFW-ITS will monitor ACEnet for quality of service, adverse trends, and the periodic need for reconfiguration. If any problems or trouble spots are detected, IPFW-ITS will coordinate the resolution with appropriate parties.

IPFW-ITS will provide technical advice on request to corporation technical directors.

The ACEnet Help Desk will be the single point of contact for

1. Problem reporting
2. Technical advice requests
3. Notification of school corporation or Comcast outages.

For problem reporting the ACEnet Help Desk may have steps they will instruct the caller to take to determine how widespread the problem appears to be. If the problem does appear to be with ACEnet, a work order will be opened, assigned a priority based on the severity of the impact as identified by the caller, assigned to IPFW-ITS support and serviced according to the following chart:
### PROBLEM CATEGORY RESPONSE TIME*

<table>
<thead>
<tr>
<th>PROBLEM CATEGORY</th>
<th>RESPONSE TIME*</th>
</tr>
</thead>
<tbody>
<tr>
<td>System-wide or School-wide: lost internet connection or network connection impacting a class in session during school hours</td>
<td>15 minutes</td>
</tr>
<tr>
<td>System-wide or School-wide: problem as described above but not during school hours</td>
<td>2 hours</td>
</tr>
<tr>
<td>Request for technical advice: caller provides time line but at least 24 hours</td>
<td>1-3 days</td>
</tr>
</tbody>
</table>

*RESPONSE TIME* is defined as the time between receipt of the call and the time that an IT Services’ employee begins working on the problem. Due to the wide diversity of problems that can occur, and the methods needed to resolve them, response time IS NOT defined as the time between the receipt of a call and problem resolution.

For technical advice requests and school corporation outage notification the ACENet Help Desk will open a work order and assign the request to the IPFW-ITS support team. ACENet Help Desk will contact the technical directors according to their call tree for each ACENet school corporation in regards to a school corporation outage.

In the case of Comcast outage notifications, the ACENet Help Desk will contact the technical directors according to their call tree for each ACENet school corporation. The Help Desk will also open a work order and assign to IPFW-ITS support team.

**Contacting ACENet Help Desk**

ACENet Help Desk phone number - 260-481-6030

Option 0

Hours of Operation ACENet Help Desk

**Fall and Spring term**

Monday - Friday 7:30am-11pm
Saturday 8am-6pm
Sunday noon-10pm

**Summer hours may vary but typically are:**

Monday-Friday 7:30am-10pm
Saturday 8am-6pm
Sunday noon-10pm

Outside these hours call - 260-407-7474

Option 1 - business
Option 2 - urgent