

Customer Benefits

- **Cost savings** – More cost effective than purchasing dedicated circuits from an outside provider.
- **Efficiency** – Sharing common equipment and resources allows for more cost-efficient operations and support.
- **Support** – Monitoring and response by skilled Admin technical staff ensures maximum LAN performance management and troubleshooting.
- **Collaboration** – Users can connect to important business information wherever they are in a wired or wireless LAN coverage area to improve their ability to collaborate with fellow employees and guests.

Customer vs. Admin Responsibilities

This section identifies in detail Admin and customer responsibilities for these service offerings.

Responsibilities	Admin	Customer
Contact Admin with requests for new service installations or office moves according to Admin's advance notice requirements (see Additional Service Notes).		X
Provide the proper connectivity from the customer LAN to the MetroNet.		X
Provide a 24/7 agency point of contact for Admin to contact for reporting and coordinating outages or emergency maintenance.		X
Contact the DTO Service Desk to report problems or request assistance.		X
Ensure that network closets at agency facilities have utility power protection (e.g., UPS) and appropriate cooling equipment as needed.		X
Pay for wiring and cabling required to provide LAN service.		X
Provision, hosting, replacement and upgrade of virtual firewall infrastructure.	X	
Installation of agency-owned/leased LAN devices.	X	
Installation of agency-owned/leased physical firewalls.	X	
Requirements analysis, functional specification development, and design for LAN installation and expansions.	X	
Provision, hosting, replacement and upgrade of virtual firewalls.	X	
Fault and performance monitoring.	X	
Capacity planning.	X	
Create documentation in support of the LAN infrastructure.	X	
Define network standards for connectivity for the LAN infrastructure.	X	
Work with vendors to maintain product compatibility updates and refreshes.	X	

All services are delivered in compliance with State of South Carolina Information Security policies, as presented in [SCDIS-200](#).