
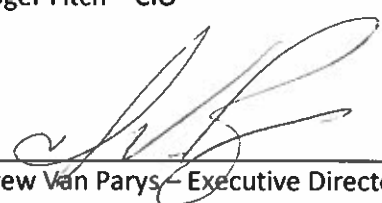



Service Level Agreement (SLA) # 31

Digital Signage Wireless Network

Between: Information Technology Services (ITS), Fleming Student Administrative Council (SAC) & Marketing Department	Effective Date: 1-Apr-2018
Contacts: (role – to answer questions about this SLA and if the necessary direct an individual to the proper resource in the respective department.)	ITS Division: Paul Marchant – Director, IT Operations Marketing: Drew Van Parys – Executive Director, Marketing & Advancement Student Administrative Council: Christopher Smith – General Manager
Approvals:	<div data-bbox="687 779 1517 896"> X  Roger Fitch – CIO </div> <div data-bbox="687 896 1517 1097"> X  Drew Van Parys – Executive Director, Marketing & Advancement </div> <div data-bbox="687 1097 1517 1294"> X  Christopher Smith – General Manager </div>
Description of Service:	This SLA defines the infrastructure and level of support to be provided by ITS to SAC/Marketing for the delivery of the Digital Signage wireless (WiFi) network.
Service Goals:	<ol style="list-style-type: none"> 1. To provide wireless IP network connectivity to approved digital signage hardware. 2. Provide Internet access via the HTTP/S (80 & 443), FTP and NTP protocols. 3. Provide network speed per device of 1 Mbps down and 500 Kbps up. 4. A maximum of 25 devices will be provisioned.
Service Description & Terms:	<ol style="list-style-type: none"> 1. ITS does not support Digital Signage hardware or software. 2. Hardwired network connectivity is not supported. 3. Wireless service availability (online/offline/repair time), quality-of-service and coverage area is provided on a best-effort basis only. (Hardware failures, utilization

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	<p>rates, and radio interference factors may negatively impact or impede the service at any time.)</p> <ol style="list-style-type: none">4. SAC/Marketing is responsible for testing the proposed location with the specific signage hardware prior to permanent installation.5. ITS reserves the right to block any malicious network traffic that impacts the health of our network.6. ITS reserves the right to move wireless access points (WAPs), altering the coverage area footprint at any time.
Process:	<ol style="list-style-type: none">1. Approved SAC/Marketing points-of-contact will provide ITS with the network MAC address of the device(s) to be provisioned via an ITS ticket.2. ITS will provision the device on the wireless network within 10 working days
Reporting:	Not applicable
Scheduled Backups:	Not applicable
Scheduled Maintenance Period:	As required by ITS.