

RUNET CISCO SMARTNET MAINTENANCE

Document managed by Network Operations

The Telecommunications Division (TD) maintains a Cisco SmartNet maintenance agreement. This maintenance agreement provides 8x5, next business-day replacement coverage.

As of February 1, 2008, this annual maintenance agreement was modified and **coverage is limited to core devices, Layer 3 building devices (routers) and aggregation devices**. Due to funding constraints, coverage is no longer provided for RUNet 2000 purchased Layer 2 devices (access switches). Layer 2 devices purchased through the RUNet 2000 project will now be covered through a TD sparing model.

Should you have any questions regarding the status of specific equipment in your area, contact the Network Operations Center (NOC) at 732.445.7541 or noc@rutgers.edu.

For departments that have purchased devices through TD and have purchased annual SmartNet coverage, it is highly recommended those departments continue their coverage. TD will continue to manage those devices on the SmartNet contract and annual billing program.

1. *Existing RUNet 2000-purchased layer 2 (access switch) device(s) purchased through TD.*

Equipment will be replaced as required through a TD sparing model.

2. *New hardware device purchase through TD:*

New access switches purchased through TD will include billing for at least 1 year of SmartNet coverage. *SmartNet coverage is prorated to coincide with the annual contract start date of October 1st*; Customer will receive an invoice from TD for annual renewal at Customer's cost after initial coverage expires.

3. *Non-RUNet 2000 devices without SmartNet coverage:*

Devices without SmartNet coverage (purchased outside of the RUNet 2000 project) **will not have replacement coverage**. TD will continue to monitor this equipment. Should the device fail, the department will be responsible to fund the device replacement. Upon receipt of the replacement device, TD will provide on-site replacement services. Please note this could result in 10-14 days without service during the time an order is processed and equipment is received.

4. *Sparing Options:*

A department has the option of purchasing spare(s) for its area. The department can maintain the spare(s) device(s), or TD can manage those devices through its inventory system and secure stockroom. This would provide the department with the ability to have same-day replacement of a faulty device. Please contact the NOC to discuss sparing options.

TD provides the following value added services for equipment purchased through its office:

- Inventory management
- Remote device monitoring services
- On-site hardware replacement services for faulty equipment*
- OS Software updates, maintenance releases, bug fixes, and minor and major releases

*No charge for installation services; no charge for equipment covered under the TD SmartNet contract; Department funds replacement devices for non-covered equipment.

TD does not support equipment purchased outside of TD.

For Cisco SmartNet description, see:

https://www.cisco.com/en/US/products/svcs/ps3034/ps2827/ps2978/serv_group_home.html

For specific SmartNet device information, see:

<http://www.cisco-servicefinder.com/>

Please note Cisco charges for devices to be recertified for SmartNet coverage, see

http://www.cisco.com/application/pdf/en/us/partner/products/ps2978/c1592/ccmigration_09186a00801e4ea8.pdf