

# Campus Network Support

## Technology Services Great 8 Expectations

**Description:** The technician can troubleshoot and distinguish an item affecting telephony and network connectivity in order to systematically resolve or escalate an incident. The technician ensures that issues with network closets are reported expeditiously. The technician can efficiently locate the MDF and IDF closets and wireless access points at all assigned campuses.

### 0 Preventative Maintenance

**Clearly Outstanding Performance:** PAR process is completed weekly.

**Exceeds Expectations Performance:** PAR process is completed twice a month.

**Meets Expectations Performance:** PAR process is completed monthly.

**Needs Improvement Performance:** 1 PAR report completed

**Unsatisfactory Performance:** PAR reports not completed

### 1 Telephony Support

**Clearly Outstanding Performance:** Proactively addresses potential telephony issues.

**Exceeds Expectations Performance:** Determines the root cause of the telephony issue within minutes of entering the room.

**Meets Expectations Performance:** Determines items affecting telephony connectivity.

**Needs Improvement Performance:** Unable to determine the root cause of a telephony issue even after troubleshooting.

**Unsatisfactory Performance:** Unable to address telephones in any capacity.

### 2 Network Support

**Clearly Outstanding Performance:** Proactively addresses network connectivity issues.

**Exceeds Expectations Performance:** Determines the root cause of the network connectivity issue ten minutes of entering the room.

**Meets Expectations Performance:** Determines items affecting network connectivity.

**Needs Improvement Performance:** Unable to determine the root cause of a network issue even after troubleshooting.

**Unsatisfactory Performance:** Unable to address network connectivity in any capacity.

### 3 Closet Maintenance

**Clearly Outstanding Performance:** Performs monthly walk-throughs of every closet and keeps documentation with pictures to show the results of those walk-throughs.

**Exceeds Expectations Performance:** Inspects the closets every three to six months to ensure they are organized and clean. Keeps documentation with pictures to show the results of these walk-throughs.

**Meets Expectations Performance:** Keeps closets organized and free from clutter.

**Needs Improvement Performance:** Closets are being used to store a few things that do not belong. Area is not neat.

**Unsatisfactory Performance:** Closets are all full of other things, including trash and non-technology items. They resemble a storage closet.

### 4 Network Equipment Awareness

**Clearly Outstanding Performance:** Complete and thorough history of network issues can be provided for the current school year.

**Exceeds Expectations Performance:** Able to quickly provide an updated map to MDF and IDF closets in case a vendor or outside technology specialist needs to know their locations.

**Meets Expectations Performance:** Locates MDF and IDF closets.

**Needs Improvement Performance:** Can only locate MDF and IDF closets with the help of a map.

**Unsatisfactory Performance:** Unable to locate the MDF or IDF closets.

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### 5 Support and Documentation

**Clearly Outstanding Performance:** Impeccable level of detail regarding campus network experience for students and employees documented. Campus is aware of how to address and respond to outages.

**Exceeds Expectations Performance:** Able to quickly provide an updated map to all wireless access points on the campus in the event a vendor or external technology specialist needs to know their locations.

**Meets Expectations Performance:** Locates wireless access points.

**Needs Improvement Performance:** Can only locate wireless access points with the help of a map or by wandering aimlessly to find them.

**Unsatisfactory Performance:** Unable to locate any wireless access points.