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| NZ Govt Logo | Network Management and Administration Services Service Framework: Managed Services: Infrastructure Managed Services: Network Management and Administration Services | Company logo |

**Service Definition**

Network Management and Administration services implement the configuration, monitoring, update, optimisation and upgrade of the Participating Agency's WAN, MAN, Data Centre fabric, LAN, Wireless LAN, user-based VPN and security infrastructure as well as network connections to external links or services over dedicated connections or VPNs.

The services ensure that connectivity is optimally configured within the underlying infrastructure (physical or virtual networking devices and/or services), documented, fully supported and regularly maintained and enhanced to meet the requirements of the Participating Agency.

**Service Contact Details**

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| Contact Name: |  |
| Contact Number: |  |
| Contact Email: |  |

**Service Summary**

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| Service Description | Please provide a summary of this service.  This is an opportunity for you to market your service to agencies. |

**Network Management Services Available** (tick all that apply):

Capacity management

Network availability management

Network performance management and optimisation

Configuration management and documentation

Proactive management, such as event avoidance mechanisms

Trend/performance analysis and reporting

Proactive security services, such as security event avoidance mechanisms

License management and optimisation

Disaster recovery services

Wireless LAN (WLAN) Access Point (AP) and WLAN Controller infrastructure

Site Virtual Private Networking (VPN)

User/device VPN

Internet of Things (IoT)

IPv6 technologies

Software Defined Networking WAN (SD-WAN)

Integrated VPN support within SD-WAN

Network firewalls

Agency SDN tools for static on-demand access

SDN API integration for dynamic provisioning, monitoring and capacity management

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| Other Network Management Services | Please identify any other relevant network management services available which are not included above. |

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| Benefits and Outcomes | Please describe the benefits and outcomes a subscribing agency will realise from this service. |
| Service and Personnel Availability | Provide information on the lead-time to provision this service following procurement by an agency. |
| Case Studies | Please provide at least one case study (in PDF format or URL link) as supporting evidence.  If you do not have case studies, then please provide at least one use case. |

**Supplier Experience**

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| General experience in delivering and supporting this service locally in the New Zealand market | Please provide information on local experience relevant to this service. |

**Business Environment Experience for this Service** (tick all that apply):

Small scale business and enterprise environments (less than 500 users)

Medium scale business and enterprise environments (500 – 2500 users)

Large scale business and enterprise environments (2500+ users)

New market entrant (no existing experience)

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| Specific industry and/or sector experience for this service | Please provide information on relevant sectors and industries that you have delivered this service to. |
| Public cloud experience | Please provide information on your experience with public cloud environments relevant to this service. |

**Delivery Methodology and Processes** (tick all that apply):

Traditional delivery methodology and processes (e.g. ITILv3/ITSM/SDLC etc)

Modern service management delivery methodology and processes (DevOps, Lean/Agile, ITILv4)

**Accreditation, Certifications and Competencies**

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| Organisational Quality Management Systems Certification | Please provide information on any certifications held by your organisation (e.g. CMMI -Capability Maturity Model Integration). |
| Managed Services Provider (MSP) Certifications | Please provide information on any MSP certifications held by your organisation. |
| Other Relevant Accreditations and Certifications | Please provide details |

**Pricing Model**

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| Standard Rate Card | Please provide your standard rate card or pricing model |
| Pricing Model | Please note that this pricing is indicative and final pricing will be negotiated when you conclude the SOW.  Agencies will look at pricing to decide initial shortlist, so please provide meaningful info, such as   * Rate card * Blended rates * Volume discounts * Outcome based pricing options |