

**Open Procedure for the provision of Maintenance Services and Networking Technical Support
 Services for the European University Institute Network Infrastructure.**

NOC - IT services, included in the ITCs BC plan

Off hours monitoring systems			Critical Monitored devices	Non Critical Monitored devices
N.	Systems category	Short description	Aggregated data	
1	Storage Area Network	SAN appliance and FC switches	5	0
2	Windows Server	Windows Servers	22	0
3	Firewall	Firewall and VPN concentrator	7	0
4	Switch	Access Switches	49	54
6	Cisco UCM	Cisco Unified communication appliance	6	0
7	Cisco Virtual Appliance	Cisco ISE and Cisco Prime	3	0
8	Router	Switch Core, Switch layer-3, switch	15	1
9	UPS	Uninterruptible Power Supply	17	0
10	WLC	Cisco Wireless LAN Controller	2	0
11	Linux Server	Linux servers	5	0
12	Data Domain	Data Backup	2	0
13	VMware Host	VMware Hosts	11	0
			144	55
Total devices to be monitored			199	