



## Maximum Uptime of Network and Communication Systems for the Nation's 3<sup>rd</sup> Largest School District

*Chicago Public Schools (CPS) made a commitment to ensure every school has a safe, robust and high availability network for staff to access and share information; and students to connect to valuable digital learning resources. With this commitment comes the need for timely support and effective management. Together, the CPS IT team and a host of partners and vendors, deliver support services to assure its user community of maximum uptime of network resources providing access to the Internet, VoIP Networks, Video Security/Surveillance Systems, Administrative and Instructional Applications.*

### Implementation

Since 1998, CSC has served as the premier provider of Cisco field support services to CPS. Our team supports the CPS Cisco network infrastructure that facilitates the delivery of voice, video, security and data services on campus-wide networks and the district's wide area network.

Today, CSC continues to deliver field services for CPS as a 3<sup>rd</sup>-party contractor. On average, nearly 200 support calls per month are resolved by full-time, dedicated CSC Cisco engineers.

CSC is proud to serve one of the nation's largest school districts. We continue to partner with CPS and other IT vendors to ensure high availability and optimal performance of the CPS computing environment.

### Results

Service Level Agreements (SLAs) dictate the severity level of calls deeming critical systems as Severity Level 1 (L1) and non-critical systems as Severity Level 3 (L3). Trouble tickets are typically resolved within a 4-hour window for Severity Level 1 issues with Severity Level 3 issues resolved within a 24-hour window. As a result, system uptime for the district's networks is 99%.

#### Customer

Chicago Public Schools

#### Industry

K-12 Public Education

#### Location

Chicago, Illinois

#### Size

681 Schools  
400,000+ Students

#### Chicago Public Schools

*Chicago Public Schools is the 3<sup>rd</sup> largest school district in the United States. Their mission is to ensure that every child is on track to graduate prepared for success in college, work and life.*



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