



Illinois Department of Innovation & Technology

Management Release Form for the

Illinois Century Network (ICN)

SECTION I: CUSTOMER INFORMATION

Customer Organization Name: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Phone: _____ Fax: _____

Email: _____

SECTION II: PURPOSE OF THE CMS MANAGEMENT RELEASE AGREEMENT

The purpose of this agreement is to transfer all of the Wide Area Network (WAN), network connectivity, and related hardware management responsibilities listed below from the DoIT staff to the customer.

Responsibilities include, but are not limited to:

- Maintain router configurations
- Monitor connection status
- Maintain wide area connections into the Illinois Century Network (ICN) backbone
- Make changes to customer's router as needed to insure and active connection
- Process trouble tickets for down communications lines
- Work with the Wide Area Network Provider to fix any connections that are experiencing problems

SECTION III: CMS RESPONSIBILITIES AFTER RELEASING MANAGEMENT TO CUSTOMER

Where requested in writing by customer, DoIT will monitor customer access ports. Customer may be required to configure their network to allow monitoring by DoIT. If any port monitored by CMS shows signs that the connection to the customer is broken, DoIT personnel will make at least one attempt to contact the customer to notify them of the broken link. If requested, DoIT personnel will give advice to the customer as to how to rectify the problem. No attempt will be made by DoIT personnel to contact the Wide Area Network providers to resolve any problems.

Occasionally, DoIT will make changes to the infrastructure of the network that will require changes at the customer's facilities in order to continue to use the ICN. All planned DoIT actions that require the customer to complete changes on their equipment prior to, simultaneously with, or after DoIT completes its actions, will be delivered by email to that customer at least one week before any DoIT action. If customer fails to make any such changes, customer understands that it may not be able to use the ICN, until such time as all necessary changes are made by Customer.

In cases where emergency changes need to be made to the infrastructure of the ICN network where the customer's connections are affected, efforts will be made to contact the customer's technical contact as supplied by the customer to DoIT. Customer is responsible for providing DoIT with proper and up to date contact information and maintaining their subscription to the CMS customer listserv for email notices.

SECTION IV: CUSTOMER RESPONSIBILITIES AFTER RELEASING CMS FROM MANAGEMENT

Customer will assume all responsibilities for the customer's Wide Area Network (WAN), network connectivity and related hardware management and releases DoIT from liability for any and all claims relating thereto. The customers will cooperate with DoIT staff to identify and resolve problems on the network which are thought to be related to the customer's connection.

Customer Organization: _____

Customer Signature: _____ Date: _____

Customer Name Printed: _____