



## **Project Description**

JerseyConnect is the statewide technology services organization and network infrastructure delivered through the New Jersey State Library, an affiliate of Thomas Edison State College. JerseyConnect builds on the Hub Libraries program, which was established in 1998 to help to bridge the digital divide by providing low cost internet access and related services to public libraries in New Jersey. Launched in February of 2006, JerseyConnect features next-generation infrastructure and services that allow for the continued and improved support of the core services previously provided through the Hub Libraries program. In addition, the JerseyConnect infrastructure and service model is designed for maximum flexibility, scalability and redundancy. Through JerseyConnect, public libraries in the State of New Jersey are positioned to take advantage of new and emerging technologies while enjoying reliable core internet connectivity and related services.

For more information related to JerseyConnect, please contact [info@jerseyconnect.net](mailto:info@jerseyconnect.net), or call 866-468-7043.

## **Standard Business Hours**

JerseyConnect technology services help desk support hours are as follows:

Monday – Friday, 9:00 am until 9:00 pm

The JerseyConnect technology services team is on call 24 hours per day, 7 days per week for urgent issues that occur within the core network. Urgent issues within the core network include any device or circuit failure that results in system down status related to any of the core services provided. Please note that this applies only to the JerseyConnect core network; device and circuit failures specific to downstream libraries will be addressed within the above-referenced standard help desk support hours.

## **Router Replacement Policy**

If, after normal troubleshooting procedures, a router belonging to any library that is part of the JerseyConnect network is found to have failed, the JerseyConnect technology services team will replace that router. The replacement router will be free of charge and the replacement is guaranteed to be installed onsite by end of the next business day after the initial problem has been reported.

## **Policy on Downstream Library Device and Circuit Outages**

The JerseyConnect technology services support organization monitors all transport circuits that connect to the JerseyConnect core network. If a library has requested that JerseyConnect manage their router, device monitoring for the router is also in place. If a downstream library circuit or router status changes to “down”, the JerseyConnect team will be notified. If the downstream library circuit or router status remains “down” for 20 minutes, the JerseyConnect team will contact the library to begin the troubleshooting process. If it is determined that a telco (Verizon/Sprint) issue exists, JerseyConnect will contact the telco on behalf of the downstream library. Please note that the first point of contact will be with the downstream library to verify power and device status. Response and resolution times will be highly dependent on the availability of library staff to assist the JerseyConnect team with the initial troubleshooting process. These services are provided during standard help desk support hours.

## **Process for Reporting Problems**

The single point of contact for the JerseyConnect technology services team is the help desk system, which is reachable via any web browser at <http://helpdesk.jerseyconnect.net>

All libraries receiving services from JerseyConnect should have received a login and password for the help desk system. If you do not have credentials for the help desk system, please contact us at 866-468-7043.

If you do not have internet access and cannot submit your request via the help desk system, please call our toll-free support line at 866-468-7043.

All help desk requests will be acknowledged during standard help desk support hours. Response and resolution times are based on the severity of the problem and are addressed in our Service Level Agreement.