Importance of computer network service levels

Technology, Computer

This paper explains the importance of the different service levels of computer networking such as availability, reliability, response time and throughput. It aims to literate the people managing the network to be aware of these different key areas so that they may always be reminded of their duties and responsibilities in securing the network.

Network Computers

Networked computers have been a part of every business both big and small. People invest their time, effort andmoneyto make sure thatcommunicationand information is always available. InformationTechnologyas a part of any organization is crucial to a business success making it one of the most budgeted departments of the organization. People who takes care of the network should know the importance of service to customers and co-employees regarding availability, reliability, response time and throughput.

Availability

Technology is made to serve the people in the shortest time possible. The network group should always make sure that the network, workstations and other technological resources that is operational through networks are all stable and in perfect condition. Monitoring should always be a part of the network group’s daily routine to ensure that all devices are working properly to avoid any downtime. Risk management should always be implemented and observed at all time. The group should be knowledgeable enough to sustain the network in all possible circumstances and emergencies like earthquake, sudden powerfailureand more. The IT group with the help of the

management and customers should also have an understanding in the implementation of availabilities of the business network and other resources through proper endorsements and reporting to make sure that communications and transactions will not be hampered.

Reliability

The information and data gathered from computers and other resources are one of the most important tools for decision making in any business or organization thus making it one of the most sensitive to monitor as well. It is important that customers and employees trust the accuracy of the software or machines that they use. The network group’s job is to make sure that all data and information are well transferred to customers and employees everyday. LAN testing should always be a part of their daily routine to test the reliability of their network.

Response Time

Fast and accurate information and output is so important in this fast world. That is why the word downtime must not be in an IT group’s dictionary. Network performance must always be in its best. This can be assured through testing the network every now and then. The network group should also be knowledgeable enough to design the kind of network topology and know the tools that can be used in different kinds of workenvironmentto ensure fast performance, resilience, scalability and flexibility of the network.

Throughput

Networking is at its best when they do their work as what they are expected. Processing speed is measured by users every time they work and throughput

can be a kind of measurement to see if their device is doing its work well. For example, if a printer is expected to print 100 papers per hour but it seems that it’s only printing 65 papers, the time wasted in printing or downtime is a big factor for the performance of the users that may bring bad effect to their transaction as they go on. Network groups must not see this as a small problem because it may someday be an alerting one. They must have the time to check even the smallest details if they want to avoid larger problems that may come in the way.

Conclusion

Computer networking is one of the most challenging task that an IT or network group may have. It is the veins of success to any transaction. If the group who are responsible in making, designing and implementing networks are all knowledgeable and capable of maintaining and securing a network, then progress and good working environment will be at hand.

It is best that the network group is knowledgeable in their field. However, all of the hard works of the IT group will not be successful if they do not have the support of their co-workers and the top management.

Reference

1. http://www. ictglobal. com/ICT009/imp_networks. html