



Canada's Capital University

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| Policy Name: | Network Services |
| Originating/Responsible Department: | Information Technology Services (ITS) |
| Approval Authority: | Chief Information Officer (CIO) |
| Date of Original Policy: | February 2012 |
| Last Updated: | November 2015 |
| Mandatory Revision Date: | November 2020 |
| Contact: | Director, Operations and Infrastructure, ITS |

Policy:

ITS Network Services delivers Campus Network Infrastructure and Services to the University community. This Policy outlines the services, procedures and responsibilities in the installation, operation, use, and maintenance of Campus Network Infrastructure and Services.

Purpose:

The Campus Network Infrastructure and Services are critical University resources and compliance to this Policy will ensure an efficient, reliable, secure, resilient, scalable and measurable delivery of services.

Scope:

This Policy applies to all students, faculty, staff, contractors and guests of the University that use the Campus Network Infrastructure and Services.

Procedures:

Networking Equipment:

- Campus Network infrastructure equipment are only to be accessed and configured by ITS Network Services staff and authorized University personnel
- Telecom rooms where networking equipment are located must be secured at all times and only authorized University personnel will be given access

Network Cabling:

- Clients are not permitted to extend network jack cables from one location to another
- All requests for cabling work must be made through the ITS Service Desk

Client Device Network Connectivity:

- Move, Add, Change (MAC) of client devices that require network connectivity to Campus Network must be coordinated through the ITS Service Desk
- Unauthorized networking devices such as: hubs, switches, routers and wireless access points must never be connected to the Campus Network – these devices when configured incorrectly can cause network service degradation or outage

- In cases where networking devices must be connected to the campus network for academic or administrative needs, it must be coordinated with ITS Network Services

Compromised Client Device:

- Client device network connectivity that was identified by ITS Network Services to have caused network performance degradation or outage will be automatically disabled and the corresponding contact from the department will be informed by email
- Compromised devices must be physically disconnected from the network by the client
- Disabled ports will only be enabled upon the request of the immediate manager or supervisor of the client responsible for the device that is connected to the affected port
- Further investigation will be conducted both by the client and ITS Network Services to prevent the re-occurrence of the same incident

Submitting Request, Incident or Outage:

- Clients must report to the ITS Service Desk any network service performance degradation or outage and should also provide information that may aid in determining the cause and resolution of the problem
- Request for network services that will require the purchase of additional network resources; e.g.; network device and cabling, must also go through the ITS Service Desk – a corresponding work order will be created and assigned to Network Services staff to ensure that technical and cost information will be available for review by the clients

Roles and Responsibilities:

- ITS Network Services is responsible for the installation, operation and maintenance of campus network infrastructure and services
- Individuals or Departments who are operating their own LAN (Local Area Network) under TLSP (Transparent LAN Service Port) arrangement are responsible to ensure that their LAN complies with ITS Policies as well as external requirements such as the Copyright Act and notice-and-notice
- All Clients (students, faculty, staff, contractors and guests) who use the Campus Network Infrastructure and Services has a role in ensuring its security and reliability

Definitions:

Campus Network – Composed of all access layer switches, distribution and core routers, copper and fiber cabling that serves as the backbone network of the University.

Campus Network Infrastructure and Services – Includes the Campus Network and other supporting network infrastructure devices and systems such as: DNS, DHCP, Firewall, VPN, Load Balancer, Wireless, Network Management System, Packet Shaper and Internet; and the corresponding services that it delivers to the University community.

ITS Service Desk:

The ITS Service Desk can be reached via email at: its.service.desk@carleton.ca or via phone: 613-520-3700. Hours of service can be found at: <http://carleton.ca/its/contact/>

Compliance:

Non-compliance with this Policy may result in disciplinary action.

Contacts:

Director, Operations and Infrastructure, ITS

Links to related Policies: <http://carleton.ca/secretariat/policies/>

- Acceptable Use Policy for Information Technology (IT)
- Information Technology (IT) Security