



Canada's Capital University

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

Policy:

This Policy outlines the delivery and support of campus wireless network services to the University community. The campus wireless network consists of any public or private wireless network managed and configured by ITS.

Purpose:

The purpose of this Policy is to ensure that the request for deployment and support of Campus Wireless Network Services is delivered in an effective and efficient manner.

Scope:

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

Procedures:

Requests for new or expanded wireless service must be approved and funded by the requesting department. ITS does not cover the cost of permanent or temporary wireless installations.

All requests for a wireless installation quote must be submitted to the ITS Service Desk in the form of a work order ticket.

All wireless related problems should be directed to the ITS Service Desk.

Roles and Responsibilities:

To ensure optimized operations and service of the Campus Wireless Network, ITS Network Services will:

- Perform scheduled maintenance to upgrade software and/or hardware components
- Provide updates as required for the ITS outage notification web page
- Inform clients of any scheduled maintenance through email and/or service advisory bulletin on the ITS website: <http://www.carleton.ca/its/service-status/>

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

<http://carleton.ca/ITS/about-its/policies/>

- Campus Wireless Network Procedures
- Network Services Policy