


<b>Name of Policy:</b> <a href="#">Network and telecommunications</a> <b>Policy Number:</b> 3364-65-09 <b>Approving Officer:</b> President <b>Responsible Agent:</b> Vice President of Information Technology <b>Scope:</b> All University of Toledo Campuses	 <b>Original effective date:</b> January 29, 2009
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	New policy proposal	X	Minor/technical revision of existing policy
	Major revision of existing policy		Reaffirmation of existing policy

(A) Policy statement

Information technology provides central coordination for all university network and telecommunication needs and will coordinate and/or approve changes and additions to network and telecommunications infrastructure, services, and equipment.

(B) Purpose

This policy establishes requirements for the coordination and change management of the university network and telecommunications infrastructure, services, and equipment.

(C) Scope of policy

The scope of this policy includes university employees, contractors, temporary personnel and other agents of the university who utilize, maintain, or develop requirements for university network and telecommunication capabilities.

(D) Network and telecommunication services

Services will be provided to meet organizational needs when approved and authorized by functional management and information technology management. Such services include:

- (1) Requests for relocating or changing the features of an existing telephone. An estimate of any cost to the requester will be provided for approval prior to the start of any work.
- (2) Requests for new or modified data or video connections. An estimate of any cost to the requester will be provided prior to the start of any work by the department of facilities and construction management.

Requests for service shall be initiated through the information technology help desk. Information technology will then assess the technical and economic feasibility of the request.

Determination of priorities between requests will be the responsibility of information technology. Review of the functional and economic feasibility and appropriateness of the request are the responsibility of the user area.

The vice president of information technology will recommend university-wide priorities to executive leadership of the university. When university resources are unavailable or when proprietary programs, unique services, or other services are required, outside supplier-provided services will be considered.

(E) Supplier/contract services

In addition to the normal determination of the qualifications of suppliers provided by the purchasing department, suppliers and contracts for network and telecommunication services must be approved by the department of information technology as technically qualified prior to authorizing services. Examples of this would include but are not limited to telephony services, leased lines, internet access, or metro ethernet services.

Discussions with outside suppliers to establish new services or to renew existing services will be coordinated through information technology.

(F) Standards

Standards for voice, data, and video protocols will be established by information technology to provide system compatibility among functional users and suppliers of communication hardware and software. Equipment to be connected to the campus network must be approved by the director of network services or an appointed designee.

(G) New construction or renovation projects

All new building construction or renovation projects are to be reviewed by the director of network services for impact on the university's voice/data/video network as well as for conformity to university communication standards.

(H) Modifications

Any equipment which modifies the university's voice/data/video network in any way must be approved by the director of network services prior to installation. These standards also apply to equipment which extends or otherwise modifies the network in any way.

<p>Approved by:</p> <p><u>/s/ laj</u> Lloyd A. Jacobs, M.D. President</p> <p><u>January 29, 2009</u> Date</p> <p><i>Review/Revision Completed by: Vice President of Information Technology</i></p>	<p><b>Policies Superseded by This Policy:</b></p> <ul style="list-style-type: none"><li>• <i>III-4-8 ARTICLE VII, Telecommunications (Main Campus policy adopted 02/99)</i></li><li>• <i>3360-70-07 Network Services (Main Campus policy adopted 08/02)</i></li></ul> <p>• <b>Initial Effective Date:</b> January 29, 2009</p> <p>• <b>Review/Revision Date:</b></p> <p>• <b>Next review date:</b> January 29, 2012</p>
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