

## Augmenting IST Funding and Services

### Network Administration

IST has overall responsibility for managing the network in all areas of campus (excluding equipment used exclusively in research), including:

- Architecture and design of network technical infrastructure
- Network operations, including:
  - Network device configuration
  - Monitoring
  - Repair/replacement of failed equipment
  - Installation, maintenance, and removal of network cabling and related components
- Funding of the network infrastructure, both for incremental expansion, and periodic renewal during campus wide network upgrade initiatives, subject to:
  - Time and materials charges for new network drops, for work performed by IST
  - Funding for new buildings and major renovations to continue to be funded through building project costs.
  - Equipment, maintenance, and external internet service costs for residence networks paid by Housing

The following service provisioning activities can be performed by faculty/departmental IT staff, to support local activities, as efficiently as possible:

- Creation, deletion, and maintenance of domain names, for end user devices (through IST provided *Maintain* package)
- Setting/changing of switch port speeds, duplexes, descriptions, and vlans (through IST provided *ona* package)
- Installation and management of patch cables in non 1-to-1 patched Telecommunications Rooms (TRs)

Faculty/departmental IT staff can also request ssh access to local routers and switches, for the purposes of read-only activities such as diagnostics and troubleshooting of end user device network problems, and end user device service provisioning activities if one does not provide adequate functionality.

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Collaborative augmentation of IST Network Services, by faculty/departmental IT groups, is supported as follows:

### Funding

Groups wishing to exceed the level of centrally funded network infrastructure, increase capacity, or expand services, should consult the Director, Network Services, IST, as early as possible in the annual budget planning cycle. Upon review of project objectives and requirements, IST will develop a design, including topology and bill of materials, and amount of central funding which can be provided. IST will oversee procurement of equipment, perform device configuration and installation, and add to existing monitoring processes.

### Staffing

In general, IST performs all network device installation, configuration, and maintenance. Major new builds should be discussed with IST well in advance, to ensure IST staff time is available and committed. In specific cases, as required, the Director, Network Services, IST, may approve faculty/departmental IT staff assisting in new deployments, subject to final review of all work by IST Network Services.

### Ownership

The Director of Network Services has responsibility for maintaining this document and providing guidance and advice on its implementation.