



TEXAS TECH UNIVERSITY™

Operating Policy and Procedure

OP 52.03: Obtaining Data Network Services

DATE: January 15, 2009

PURPOSE: Telecommunication Services provides network services to the entire Texas Tech University (TTU) community. The purpose of this Operating Policy/Procedure (OP) is to outline a policy to standardize network equipment placed into service at any facility and the method by which this equipment is procured, received, routed, installed, maintained, and reviewed.

REVIEW: This OP will be reviewed in November of even-numbered years by the managing director of Telecommunication Services and the IT policy and planning officer who will recommend revisions to the TTU chief information officer (CIO) by December 15.

POLICY/PROCEDURE

Telecommunication Services is responsible for operating and standardizing network services and equipment for the TTU campuses, maintaining compatibility and interoperability for the TTU network (both wired and wireless network environments), and providing certified technicians for equipment maintenance and warranty enforcement.

1. Telecommunication Services will provide all data network services including, but not limited to, network design and installation, address assignment, routing, DNS, DHCP, and Active Directory Services.
2. Telecommunication Services will provide all network equipment including, but not limited to, hubs, switches, bridges, routers, wireless network access points, network firewalls, VPN concentrators, and remote access devices.
3. Requests for data communication services and support, including network equipment and lines, should be made to Telecommunication Services at <http://www.net.ttu.edu>.
4. All use of the TTU network environment is subject to TTU Information Technology security policies located at <http://www.infotech.ttu.edu/security>.
5. All network equipment and services are subject to a mandatory review by the managing director of Telecommunication Services. Procurement for the equipment and services must be authorized by the managing director of Telecommunication Services.
6. When the requirements and needs of an individual department cannot be met by the existing data network, Telecommunication Services will work with the department and outside vendors to develop effective and compatible solutions.