Texas Tech™

Operating Policy and Procedure

OP 52.03:   **Telecommunications Services**

DATE: February 1, 2024

PURPOSE: 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 every two years after publication by the Managing Directors of Telecommunications and the Senior Director of IT Policy & Planning who will recommend substantive revisions to the TTU Chief Information Officer (CIO).

POLICY/PROCEDURE

The Texas Tech University (TTU) Information Technology (IT) Division provides telecommunications services to the entire TTU community. These services include, but are not limited to, data, telephone, video, messaging, audio/video conferencing, wireless, and other network-related services. The TTU IT Division is also responsible for operating and standardizing telecommunications services and equipment for the TTU campuses, maintaining compatibility and interoperability for the TTU network (both wired and wireless network environments), and providing trained staff for equipment maintenance and warranty enforcement. This policy applies to all telecommunications services at TTU, whether the local network is connected to the main campus network or not.

1. The IT Division will provide all:

    a. Network communications services including, but not limited to, network design and installation, address assignment, routing, DNS, DHCP, Active Directory Services, user accounts, telephone, email, messaging, and audio/visual conferencing.

    b. Data network equipment including, but not limited to, hubs, switches, bridges, routers, wireless network access points, network gateways, network firewalls, VPN concentrators, and remote access devices.

    c. Telephony and conferencing equipment and services including, but not limited to, phone handsets, handset accessories, conferencing multipoint control units (MCU), and hardware video codecs. Departmental deployment of paid Internet telephony services (e.g., Vonage, Skype, etc.) is prohibited unless approved by the designated IT Division representative.

2. Use of the TTU network environment is subject to all TTU IT operating policies and procedures.

3. All requests for external internet service or circuits must be reviewed and facilitated by the IT Division. Once approved, departments are responsible for initiation and termination dates and

costs associated with the service. Requests for telecommunication services and support, including data and telephone equipment and lines, should be made at http://www.net.ttu.edu.

4. All procurement of building control systems (e.g., networked security cameras or environmental monitors and controls), regardless of cost, are subject to review and approval by the TTU CIO. Installation of building control systems must be coordinated through the TTU Office of the CIO, as required by OP 52.04, Information Technology (IT) Security.

5. All network and telephone equipment and services are subject to a mandatory review by the designated IT Division representative. Procurement for the equipment and services must be authorized by the designated IT Division representative.

6. When the requirements and needs of an individual department cannot be met by the existing data network, Telecommunications will work with the department and outside vendors to develop effective and compatible solutions where possible.

7. It is recommended that each department evaluate its communication needs during an emergency, power outage, or hazardous incident to ensure appropriate procedures and backup modes of communications are in place. Departments may contact the TTU IT Division for assistance.

8. Telecommunications services are a mission-critical information resource of Texas Tech University. As such, all construction and renovation of facilities shall conform to the network architecture/engineering design information standards found at http://www.net.ttu.edu/ae. The TTU IT Division shall be included during the requirements/design/construction phases of all major Facilities Planning & Construction and/or Operations Division construction and renovation projects to ensure that telecommunications needs are adequately addressed in the project, the associated costs for required equipment and infrastructure are properly included in the cost of the project, and the equipment is properly installed.

9. Non-business use of the Texas Tech University communications system must be in accordance with TTU OP 48.02, Legacy Telephones, Equipment, and Services.

10. The TTU CIO has final authority on all TTU IT-related issues, including exceptions to existing IT policies.

11. **Right to Change Policy**

    Texas Tech University reserves the right to interpret, change, modify, amend, or rescind this policy, in whole or in part, at any time without the consent of employees or students.