

Marshall University Information Technology Council

Procedure ITP-16

IT INFRASTRUCTURE AUTHORIZATION PROCEDURE

1 General Information:

1.1 **Scope:** This procedure applies to all University employees, including those on the regional campuses and related affiliates. This procedure also applies to students residing in University owned housing.

1.2 **Passage Date:** April 17, 2015

1.3 **Effective Date:** April 17, 2015 **Revised Date:** April 17, 2015

1.4 **Background:** The purpose of this procedure is to authorize the regulation, standardization, security and optimization of the University IT Infrastructure, and to provide the authorization for cost recovery of these services.

1.5 **History:** This Procedure supersedes ITP-16 Telecommunications and Network Service Authorization (effective date September 16, 2010) which supersedes ITP-16 Telecommunications and Network Service Authorization (effective date January 1, 2003).

1.6 **Summary:** It is the responsibility of the IT Infrastructure group to provide telecommunications services to all University units. This includes network and data communications services, traditional voice telephone service, and any specialized telecommunications services (long distance credit card calling, paging, cellular, wireless, or satellite services, etc.). IT Infrastructure, in consultation with Physical Plant and Facilities Planning and Management, are responsible for the installation, operation and maintenance of the inter- and intra-building telecommunications wiring and wireless systems which are necessary to provide the data communications and network services as well as voice and IP video service.

2 Telecommunications Services

- IT Infrastructure provides a central control point for the procurement of all telecommunications and network services. The unit issues all orders to the providing companies or provides information on how to acquire services necessary by all units within the University.
- Telecommunications services are provided initially or changed only with the authorization of and by written request of the appropriate Vice President or an authorized designee. Included in the request must be a "Telecommunications Contact

Person" for the unit and the appropriate account to which the services are to be charged.

- Telecommunications services are provided to units for the sole purpose of conducting University business.
- Telecommunications services for which cost recovery applies (cost recovery is defined to be "full-cost" recovery and includes cost of service to IT Infrastructure plus a reasonable mark-up to include overhead to provide the service) are automatically charged to the unit as described in the Information Technology Cost Recovery Procedure ITP-17 on a monthly or quarterly basis. IT Infrastructure operates in a "full-cost" recovery mode on most of the services. If an error on the Information Technology Cost Recovery Invoice (Invoice) is discovered, note the items in question and send a copy with a documented explanation of the error to ITbilling@marshall.edu. As errors occur, adjustments will be made.

3 Network and Data Communications Services

The commitment to build the campus network with a mix of charge back and occasional central capital funding and to not operate the campus network as a centrally funded service, as other services such as electricity or computing services, was the result of high level, broad based planning. Because of this commitment, there is cost recovery for the services provided by this unit. Therefore, data communication services, provided with traditional telecommunications services, such as voice lines for faxes, modems, CO-LAN lines, data circuits, long distance calling, etc., are charged to the units as equipment purchase cost, order processing cost, installation cost, and/or monthly lease cost.

- IT Infrastructure operates the campus network and provides the connectivity for the campus network service.
- IT Infrastructure provides the oversight and directions to wire, rewire, and equip all campus owned or leased buildings as required as part of the campus network plan.
- IT Infrastructure provides networking expertise, assistance, coordination, oversight, and direction to all University units, and has final approval on all network issues.
- Networking services for which cost recovery applies are automatically charged to the unit as described in the Information Technology Cost Recovery Procedure ITP-17 on a monthly or quarterly basis. IT Infrastructure operates in a "full-cost" recovery mode on most of the services. If an error on the Invoice is discovered, note the items in question and send a copy with a documented explanation of the error to ITbilling@marshall.edu. As errors occur, adjustments will be made.

4 Vendor Contracted Services

All Marshall University telecommunications bills for all University areas must be routed through the Marshall University IT Infrastructure Communications Office. This assures the lowest cost, reduction in duplication of services, and inclusive reporting. Invoices will not be paid if they are not processed through this office.

- Additional communications services can also be provided for specific requirements. For all of these services, IT Infrastructure contracts with vendors to provide the required service and distributes the cost of the service to the individual unit or department. Charges are as follows:
- A project management fee will be added to the cost of design and installation of building wiring provided by IT Infrastructure. This service is normally contracted to an outside vendor by IT Infrastructure.
- A consulting fee will be charged for the following services when data communications facilities or building wiring or network design/installation are not purchased through the IT Infrastructure department: consulting on wiring issues; consulting on data communications and computer systems network design/installation; reviewing wiring design plans for compliance with the University minimum wiring standards as developed by IT Infrastructure and articulated in the telecommunications & networking infrastructure procedure (ITP-15 – Intra Campus Wiring).
IT Infrastructure initiates these services upon receipt of the appropriate request from the unit. IT Infrastructure personnel will work with the departmental contact person designated by the requestor and issues the appropriate order to begin the service and to distribute the appropriate charges for service or equipment and appropriate consulting fees to the unit.

5 Traditional Voice Telephone Services

IT Infrastructure provides basic voice telephone services which consist of telephone equipment, telephone lines, a menu of voice features (call forward, call waiting, etc), voice mail, local calling, and access to the University out-bound long distance network with the use of a Long Distance Authorization Code (Code). The department or division head or their authorized designee requests these services via electronic request to the Information Technology Service Desk, including the appropriate account for billing purposes. In the case of the Code request, a standard online form must be submitted, which identifies each individual for which a Code is requested. Charges for telephone equipment, telephone lines and data communications services appear on the Invoice. Charges for calls made through the University long distance network appear as detailed call information on the Invoice, and are grouped by the name of the persons making the calls, as per the Code. To use this service an individual must have a Code issued to them. This service is charged to the unit at a reduced rate based on overall University usage volume.

6 Specialized Telecommunications Services

- MU Corporate Calling Card - IT Infrastructure provides a business telephone credit card to persons authorized by request from the department or division head. Detailed call information is available upon request.
- 800 Service - IT Infrastructure provides 800 services by administering an 800 service contract. A formal request is required for this service. Charges for use, which is a discounted rate based on usage volume, are billed directly to the department. Call

detail and various summary reports on usage are distributed once they are received. Transferring calls made to the 800 service to other departments does not transfer the responsibility for payment of the cost of the call.

- Public Pay Telephone Service - IT Infrastructure provides public pay telephone service by administering a public pay telephone service contract. There is no charge for the installation of the service unless the site is a low traffic location. If there is need or requirement for such service on campus, we can estimate traffic in that area and advise that the usage would or would not support its cost. This is determined jointly by IT Infrastructure personnel and the contractor.
- Cell Phone Service – IT Infrastructure provides consultation about the various cell phone plans that are available to the University community. Details about the use of this service are addressed in the Cellular Telephone Procedure ITP-12. The cost of the service will be charged directly to the department. The department is responsible for the purchase of the cell phone equipment.
- Paging Service – IT Infrastructure provides consultation about paging services that are under contract with the University. The contracts provide for the paging service only and the cost of the service will be charged directly to the department.
- WiFi – 802.11a/b/g/n/ac wireless services are available and can be purchased thru IT Infrastructure Communications. Other forms of wireless services, such as microwave, free space optical, satellite, or other wireless radio services are coordinated as needs arise. Please refer to the Wireless Communications and Networking Procedure ITP-18 for details and restrictions of these services.

7 Publishing Telephone and Extension Numbers

Employees are assigned a personal telephone number or a personal extension number in addition to the departmental telephone number. It is important to understand that persons must be accessible to others in the University, therefore a telephone number and an extension number where appropriate must be published in the University directory for each individual. The published number can be an individual's personal number or numbers, or delegate's number or numbers who can route the call. Telephone service provided to units is for the sole purpose of conducting University business, therefore, employees do not have the option of not listing appropriate telephone numbers, where required, in the telephone directory.

8 Long Distance Fraud or Misuse

- Use of a Code by someone other than the owner will be treated as misuse of the telephone system. Misuse may be suspected if a unit is billed for calls on a Code when the telephone numbers from which the calls are made are not assigned to that unit (Note: Codes may be used on any telephone on campus, so a few calls may occur when an employee makes calls while visiting another campus office. This possibility should be eliminated before submitting any suspected misuse for investigation.)
- Use of an administrative Code by a person not in the department which had the Code issued is considered misuse of the Code. IT Infrastructure through Public Safety will attempt to find out why this is happening and reconcile such issues. In most cases the

Code will be canceled, a new one issued and a refund will be given for the calls in question. If a unit receives billing which seems to reflect misuse of the telephone system, the bill in question should be copied (with the suspected calls noted) and submitted to ITbilling@marshall.edu. It will be reviewed and if misuse is suspected it will be turned over to Public Safety for investigation. If suspected misuse is determined to be an error which results in charges to the wrong department, the error will be corrected and appropriate adjustments in billing will be made. If suspected misuse is in fact determined to be actual misuse, the person responsible will be required to reimburse the University. The use of an administrative Code by a student in a residence hall is considered misuse and will result in the Code being canceled and action taken against the student(s) assigned to the room in which the telephone number was used unless the student(s) and the person making the calls verify the calls were valid administrative calls.

9 Building Wiring Standards and Systems

Building wiring standards are set and maintained by IT Infrastructure. Available telecommunications services in a building are controlled by the building wiring system available. For both single-unit and multi-unit buildings, current wiring standards, based on the entire building requirements, must be adhered to and maintained by each unit within the building. Variances may be granted for small wiring projects on a case by case basis. When a unit leaves the building, the wiring system must remain in the building as part of the building fixtures. Building wiring system designs must be approved by IT Infrastructure to ensure compliance with the wiring standard. Building wiring will be upgraded to current standards when any changes or major renovations are made. More details are provided in the Telecommunications and Networking Infrastructure procedure (ITP-15 Intra Campus Wiring).

10 Responsibilities for Implementation

The Senior Vice President for Information Technology/CIO has charged the Director of IT Infrastructure with the responsibility and authority to implement this procedure.

11 Responsibilities for Interpretation

The responsibility for Interpretation of this procedure resides with the Senior Vice President for Information Technology/CIO.

12 Definitions

12.1 Code: For the purpose of this procedure, code identifies the 6 digit authorization code that is entered by a telephone user to complete the authorization of a long distance telephone call transaction.

12.2 WiFi: For the purpose of this procedure, The WiFi Alliance defines Wi-Fi as any “wireless local area network” (WLAN) product based on the Institute of Electrical and Electronics Engineers (IEEE) 802.11 standards.