I. Purpose

This document provides guidelines for responsible management of network communications resources and services that support faculty, staff, and students of the university.

II. Policy

A. General Statement

1. The Department of Network and Communications (here forth referred to as NetCom), within the Information Technology Systems Division, is charged by the Chancellor with responsibility for managing the network communications infrastructure of the campus including network communications wiring and cabling; network communication equipment rooms and facilities; core systems such as basic telecommunication services, data communications (wired and wireless), voicemail, and cable TV; network communication contract services in the areas of satellite and cellular; and coordination of commercial satellite and cellular antennas installed on campus facilities. Strict control must be maintained over wiring and network communications facilities to prevent tampering or accidental damage and to ensure that network communications wiring is in compliance with applicable codes and standards, and that network communications wiring and facilities meet university specifications as contained in the university network communications
design standards. See the document titled “NetCom Standards for Installation of Infrastructure Communication” available from NetCom.

2. Existing network communications wiring, including voice, data, and video, as well as network communications facilities located in various buildings on and off campus are under the purview and control of NetCom.

3. All university network and network communications equipment, services and facilities shall be provided and/or coordinated through NetCom with the exception of FAX machines which are procured through Purchasing.

B. This is not a comprehensive document covering all aspects of network communications management. This policy provides guidelines necessary to ensure integrity and reliability of these core services and provisions.

III. Principle and Guidelines


The voice services provided by NetCom are receipt supported and charged to the requesting department. See ITSD web site for pricing information.

1. Equipment and Services
Financial responsibility for all network and network communications equipment and related services belongs to the requesting university department.

2. Long distance
Long distance calls charged to a university telephone number are limited to calls necessary for conducting official university business. Personal long distance telephone calls must be processed as collect, personal credit or calling card, or third party billing number calls.

3. Repairs
All equipment purchased through NetCom (with the exception of cellular telephones and paging equipment) will be repaired at no cost to the requesting university department.

4. Replacement
Replacement of any equipment purchased through NetCom resulting from malicious damage, loss, or theft is the responsibility of the department to which the equipment was assigned.

5. Billing
   a. Requests for NetCom services should be submit via the Remedy Call Tracking system.
   b. Requests are entered into NetCom’s Pinnacle Billing Application to create a preorder. This preorder contains pertinent information that includes the
fund number for billing provided by the requesting department. All of NetCom services have service charges associated with each service item, so when an item is selected for the preorder the appropriate charge is affixed.

c. The technician picks up the preorder request and performs the work. After the work is complete, the preorder status is changed to complete which flags it for closure. The request is converted to a work order and closed; this assigns all services charges to the fund number furnished by the department.

d. At the beginning of each month within Pinnacle an Entire Bill Cycle is created. This cycle picks up all unbilled charges and transfers them to Banner. Once the charges are applied, each department can view their bill on E-print.

B. Operator Services

Telephone Operator Services are provided for the University and extended community under the administration and management of Netcom. Operator Services is located in the NetCom Building. The operator console is staffed during normal university business hours to answer the main university number, 910-962-3000. After regular business hours all calls coming into the console are answered by automation, stating the business hours, giving the caller the options to press a number for police (in the event of an emergency), get student information, or need an update on current severe weather directives.

Operator Services include:

1. Answering calls and information assistance for the university community and general public.
2. Assistance with long distance, international telephone calls, and conference calls.
3. Place and assist with TDD calls.
4. Assist with editing the AT&T directory.
5. Assistance with work order requests, entering preorder request for services, trouble tickets and troubleshooting voice mail, cable TV and phone issues.

C. Cellular Telephones and Paging Services

1. Provides Services

NetCom in cooperation with the Department of Client Technology Services (CTS) provides services for contracted services such as cellular phones and pagers that are provided by the university. NetCom and CTS administer the contracts, pay the service fees to the vendor and bill individual departments without markup.

2. Administered
All cellular and pager services should be administered through NetCom. However, in some cases it may be to the advantage of the department to work directly with the vendor. The department must coordinate with NetCom prior to committing to a contract. In these cases the department is to report all services to NetCom on an annual basis and before contract changes such that NetCom can insure that costs are in line with available university and state contracts.

3. Approval and Justification for Use

Department head approval is required prior to university pager or cellular activation or lease. Department heads must justify the issuance of cellular telephones or paging equipment by indicating the intended purpose for which the equipment will be used. Because charges are based on measured use, no personal calls are to be made on cellular telephones except in an emergency as determined by the department.

4. Return/Transfer of Equipment

When an employee transfers to another university department, exits university employment, or no longer requires use of such equipment, it is the responsibility of the department head to retrieve cellular phones and paging equipment assigned to that employee. Department heads are also responsible for notifying NetCom when the custody of such equipment is transferred to another employee. During the formal university exit process, the department head will verify that such equipment has been collected from employees.

5. Theft, Loss, or Damage

Departments are required to report any theft or loss of cellular phones and paging equipment to NetCom immediately (no later than 72 hours after receipt of the information or evidence) so that cellular or pager service can be deactivated.

D. Network Communications Wiring and Facilities

1. Ensuring the management, maintenance, proper functionality, reliability, and accessibility of campus network communications wiring and facilities is the responsibility of NetCom.

2. Access to manholes and closets containing network communications conduit or wiring is strictly controlled. No one may enter such areas without prior authorization; and, likewise, no equipment may be placed in these areas without prior authorization. Additionally, no combustible materials may be stored in network communications facilities because of fire code requirements. Facilities employees are authorized to enter network communications closets in the normal course of discharging their assigned responsibilities.

3. Existing telecommunications wiring may not be altered by anyone without proper authorization from NetCom.
4. Unauthorized wiring found in network communications spaces or campus buildings is subject to removal by NetCom.

5. Unauthorized wiring that interfaces with network communications wiring or services, but is not in network communications spaces, shall be reported to the NetCom for review. Unauthorized wiring, that is determined to be either a safety hazard, not in conformance with applicable codes and standards, or detrimental to the security and functioning of the network communications systems shall be removed.

6. In buildings that do not meet current standards, existing wiring infrastructure may remain until building or space renovations are completed unless it is determined by ITSD and Office of Facilities to be a safety hazard.

E. Network Communications Infrastructure Planning Guidelines

1. NetCom establishes and maintains standards for infrastructure and pathways, wiring and cabling, support systems and facilities, and related items for campus network communication systems. These Planning Guidelines apply to existing installations, renovations, and new construction. See the document titled “NetCom Standards for Installation of Infrastructure Communication” available from NetCom. These Guidelines are guided by and consistent with:
   a. ITSD Computer and Network Baseline Standards Sub-Committee of the IT Strategic Planning Committee.
   b. Standards established by UNC General Administration

2. NetCom shall review plans and participate in the inspection of all network communications wiring installations for new buildings and renovations. All wiring installations shall comply with North Carolina state building codes regarding firewall penetration, plenum wire specifications, etc. and must be approved by the Facilities Department.