Networks and Communications

> **Authority:** The Vice-President (Administration, Finance and Advancement) through the Chief Information Officer (St. John's); the Vice-President (Grenfell) and the Vice-President (Marine Institute).

Purpose

To adviseguide the University community regarding telecommunicationsNetworks and Communication Services.

Scope

Applies to all University wide, for all telecommunications services, whether paid from University funds or grant funds Networks and Communications Services, regardless of funding source.

Definitions

TelecommunicationsNetworks and Communications Services - all activity involvingincluding, but not limited to, wired and wireless data communication, virtual private network (VPN), telephone lines, telephone sets, telephone features, softphones, cellular devices, telecommunications equipment, long distance services, radio and cellular licenses, telephone calling cards, and telephone features, terminating at all University offices and locationsand virtual meeting and collaboration platforms.

Unit Head — For the purposes of this policy, Unit Head is the term used to mean Deans, Department Heads, Division Heads, Heads of Schools, Directors, Executive Directors, University Librarian, University Registrar and other senior administrators at a comparable level; Associate Vice-Presidents and Vice-Presidents, as applicable.

Policy

The University provides telephone lines, telephone sets, related telephone equipmentthe Networks and other telecommunicationsCommunications Services needed to efficiently conduct the affairs of the University.

The Office of the Chief Information ~~Technology Services~~Officer (OCIO) is responsible for the ongoing review of all ~~telecommunications~~Networks and Communication Services, the introduction of new services or products, and telecommunications strategic planning. Units requiring the use of Networks and Communication Services not addressed within this policy must consult with the OCIO.

Unit Heads and delegates are responsible to ensure compliance with this policy and its related procedures. This responsibility may be delegated in writing.

~~An application~~Requests for deviation from ~~these guidelines may~~ this policy are to be ~~made~~addressed to the CIO, through the Vice-President (Administration, Finance and Advancement), the ~~St. John's Campus, or~~ Vice-President (Grenfell Campus) or the Vice-President (Marine Institute~~), where~~) as appropriate, or delegate. Requests should detail the section of the policy for which the exemption is being sought, and propose compensating controls if any. Requests for exemption must be endorsed by the Unit Head.

1. ~~Standard Telephone~~Network Services

Multiple network connectivity options are provided. Information regarding the requirements for each option can be found in the **Computer Standards** *(Updated below)* and **Electronic Data Security** *(Updated above)* policies. For information on accessing these services **see Procedure for Telephone Service Requests and Changes**~~One dedicated~~ *(Updated below)*

1.1 Wired Network Connectivity

Connectivity to the University's wired network is provided through a designated wall port or VoIP telephone ~~line, unrestricted~~and is to be used for the connection of a single end-user device. Units requiring the connectivity of multiple devices over a single wall port or connectivity of larger scale computing resources (computer labs, data centres, etc.) must consult with the OCIO.

1.2 Wi-Fi Network Connectivity

Secure connectivity to the University's Wi-Fi network is provided for all current faculty, staff, and students and for visitors from Eduroam member institutions. Additionally, unauthenticated public Internet access is available for visitors.

1.3 Virtual Private Network (VPN) Connectivity

Virtual private network (VPN) is required to access the University's internal network from an off-site location.

2. Telephone Services

Local calling, unless otherwise specified, is generally allocated to ~~private offices~~office spaces. The standard set is a single-line, touch-tone telephone. Where feasible, telephone lines are shared. ~~Standard features (call hold, call fwd, call park, ring again, 3-way conference, speed call – short list)~~Softphones may be used in certain circumstances. Core features are included with line installation. Other features, as deemed necessary, are provided upon request. See Procedure for Telephone Service Requests and Changes and Procedure for Equipment Charges~~,~~. *(Updated below)*

2.1 Personal Use

2.1.1 Phone Set

Personal use that incurs added charges for the University is not permitted.

2.1.2 Mobile/Cellular Devices

Personal use that incurs added charges for the University is not permitted unless the Unit Head or delegate approves a time-limited exemption. Where in special circumstances, the use of a mobile/cellular device is approved by the Unit Head or delegate for purposes other than University business and expenses are incurred as a result, payment of all such expenses is to be personally reimbursed. See Networks and Communications Standards and Procedure for Telecommunication Services Payments. *(Updated below)*

2.1.3 Facsimile

Personal use of university facsimile machines is not permitted.

2.2. Toll Restriction

In ~~areas such as laboratories,~~ public areas ~~or similar locations,~~ telephone lines are toll restricted. ~~Exceptions~~Deviations to this policy will be considered at the request of the Unit Head.

2.3 Multi-Function Systems

Multi-function ~~telephones~~telephone systems, providing such features as ~~intercom,~~ multiline appearance, group broadcast and pickup, interactive voice response, call queueing, etc., ~~are~~can be installed in areas where such service is ~~deemed essential~~required and feasible.

~~1.3. Graduate Students~~
~~Each department will provide one dedicated telephone line and~~ **2.4 Relocation, Removals, Suspensions, Disconnections**

Relocation, removal, suspension, or disconnection of any Communications Technology (phone set, cellular, etc.) requires request/notification by Unit Head or delegate. See Procedure for Telephone Service Requests and Changes. *(Updated below)*

2.5 Mobile/Cellular Devices

The acquisition and use of all devices covered under the Memorial Cellular contract, and are the property or Memorial University, requires the approval of the Unit Head or delegate. See Procedure for Telephone Service Requests and Changes for the use of graduate students. Requests for this service require the authorization of the appropriate Unit Head. The requesting department. *(Updated below)* The OCIO is responsible for all costsUniversity activity associated with this servicethe acquisition and use of devices using the cellular network.

3. Auxiliary Equipment & Services

Auxiliary equipment and services require approval from Telecommunications.the OCIO. Telecommunications equipment must have the approval label of the Federal Department ofbe certified by Innovation, Science and Economic Development Canada.. Networks and Communications attached. Telecommunications equipment installed without proper authorization is strictly prohibited. The list of auxiliary

3.1 Radio Licenses

All requests for radio service that require a license from Innovation, Science and Economic Development Canada must be routed through the OCIO for approval.

4. Facsimile

An analog line can be provided where needed and feasible to facilitate the connectivity of a facsimile machine.

5. Networks and Communications Acquisitions

The use of Networks and Communications equipment and services includes, but is not limited to, the following:that require any level of network connectivity and/or integration, including but not limited to Invitation to Open Calls for Bids must be approved by the OCIO. The OCIO is responsible for coordinating all activity associated with the provision of long distance services for the University, including the issuance of Invitation to Open Calls for Bids through the Strategic Procurement Office.

1. wireless handheld communications devices such as cellular telephone, blackberry, etc. (refer to Section 9. Cellular Telephone and Wireless Devices);
2. mobile radio;
3. answering machines, terminal adaptors and devices for special needs applications;
4. pagers (voice and nonvoice); and,
5. calling cards.

~~2.1. Telecommunications Purchases~~
6. Service Charges and Payments

Departments are responsible for all costs associated with service charges for work related to installation, relocation or repair of telephone equipment and related services. Exceptions to this policy will be considered upon the request of the appropriate Unit Head or delegate. See 7. Construction.

~~Information Technology Services formally estimates the departmental budgets for telecommunications network access annual costs, and submits these estimates to the Department of Financial and Administrative Services for the implementation of related commitments.~~

~~Information Technology Services maintains an inventory of all telephone lines and related equipment and services which appear on the monthly invoice. See and .~~

~~5. Long Distance Services~~

~~Information Technology Services is responsible for coordinating all activity associated with the provision of long distance services for the University, including the issuance of Tender Calls, and Requests for Proposals, etc.~~For more information see Procedure for Equipment Charges and Procedure for Telecommunication Services Payments. *(Updated below)*

7. Construction

~~5.1. Long Distance Calling Cards~~

~~University calling cards may be issued upon request, to Information Technology Services,~~All planned Networks and

~~5.2. Personal Long Distance Calls~~

~~Personal long distance calls, including facsimile transmissions, are not to be billed to University telephone lines.~~

~~6. Radio Licenses~~

~~All requests for radio service that require a license from the Federal Department~~ ~~o~~Communications

~~7. Lead-Time Required For Services~~

~~The lead-time for work involving up to five telephone lines and/or sets is five working days from the date of issue by Information Technology Services. Six to ten telephone lines/sets requires ten~~

working days. Requests which involve more than ten line/sets are scheduled on a per-request basis.

8. Facsimile

Messages may be sent and received at the Central Fax locations on Campus. Applicable costs and administration charges are removed from the appropriate departmental budget. University facsimile machines are not for personal use.

9. Cellular Telephones and Wireless Devices

Information Technology Services is responsible for all University activity associated with the acquisition and use of cellular telephones and wireless handheld devices using the cellular network. See .

10. Construction

All telephoneservices and related costs, associated with new construction or renovations, are to be included within the construction project budget. Information Technology Services willThe OCIO must approve and assist with project planning for the required telecommunicationsNetworks and Communication services.

Procedures:

- Procedure for Telephone Service Requests and Changes *(Updated below)*
- Procedure for Reporting Network and Telephone Trouble and Repairs *(Updated below)*
- Procedure for Equipment Charges *(Updated below)*
- Procedure for Telecommunication Services Payments *(Updated below)*
- Electronic Data Security Standards *(Updated above)*
- Data Removal Procedures *(Updated below)*

Standards:

- Networks and Communications Standards *(Updated below)*

For Inquiries Related to this Policy:

The Office of the Chief Information Officer (709) 864-4595
Sponsor: Vice-President (Administration, Finance and Advancement)

Category: Operations