# iSolutions Data Networking – Regulations

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1. Introduction

The University has given iSolutions the responsibility for the maintenance of SIGNET, the data network. This document outlines the responsibility of departmental users in the provision, use and maintenance of SIGNET connections. Integral to this document is the concept of 'ownership'. The basic rationale is that connections paid for by a department entitle the departmental user to a serviceable connection but not necessarily to the actual components used to deliver that connection. This is important for several reasons:

1. the connection charges levied do not necessarily equate to the real component costs incurred
2. lines of demarcation are essential to simplify effective support and maintenance and
3. users should be protected from technological changes in the connecting components

Professional maintenance of the infrastructure is vital, not only to maintain the integrity of the network but also to avoid cabling anarchy. The extent of technical knowledge, skills and tools required for maintenance is extensive and unlikely to be easily devolved.

The onus is therefore on iSolutions to support a working connection despite changes or modifications to networking components. In fact, for reasons of efficiency and economy iSolutions may wish to re-deploy or replace particular items of network equipment and will consider themselves free to do this provided there is no deleterious impact on the service available to the user.

1. Responsibility of iSolutions

### 2.1 Description

iSolutions is responsible for all infrastructure components, namely:

• The optical fibre backbone cabling and distribution system

• All network equipment racks located in distribution areas around the campus

• All associated network distribution points and cabling within buildings and staff offices

• associated cable trunking and ducting throughout the buildings

• All remote links and associated termination racks (e.g. SGH)

iSolutions will therefore maintain the infrastructure behind each connection up to and including the office faceplate. All equipment within the equipment racks is owned by and is the responsibility of iSolutions. However, support can be supplied to departmental users for the whole connection path up to and including the user's system (section 3.4).

### 2.2 Service provided

iSolutions will make its best endeavour to respond to a fault report within 4 working hours and restore a full working service within 8 working hours.

Faults must be reported to iSolutions by contacting the iSolutions ServiceLine.

## 3 Responsibility of the department/budgetary group

### 3.1 General

The data network connections have been provided on a departmental basis rather than an individual user basis. This means that all equipment provided is assigned to the department rather than to an individual user.

Where SIGNET network equipment racks are located within buildings, the host department must ensure that these racks and other equipment are readily accessible to iSolutions staff.

### 3.2 Maintenance of SIGNET faceplates

The annual maintenance payments to iSolutions (iSolutions for all SIGNET connections are currently funded centrally.

### 3.3 Maintenance of Ethernet adapters and workstation systems

Because departments own the Ethernet adapters provided under an Ethernet connection, adapters cannot be maintained by iSolutions unless they are covered by an iSolutions workstation maintenance scheme. Note that only recommended adapters will be supported. However, failures detected within the Ethernet adapter warranty period will be fixed by iSolutions at no charge, providing the adapter is of a recommended type.

Users are encouraged to add Ethernet adapters on to their workstation maintenance contract.

### 3.4 Standard equipment

It is the responsibility of the department to ensure that all departmental equipment connected to the network conforms to the following standards. This applies to lecture theatre network connections as well as office connections. Advice may be obtained by contacting iSolutions ServiceLine, if clarification is needed.

* Hardware

The following hardware interfaces are currently supported:

* + CSMA/CD (Ethernet) connections: IS8802/3 (in particular IEEE802.3 10Base\_T and 100Base\_T)
* Network protocols

The following Ethernet access protocols are supported:

* Internet TCP/IP protocols
* Novell Netware IPX protocols
* AppleTalk
* PPP (Point-to-Point Protocol)

Other protocol options may be specified in the future.

* Communications software

The following communications software is supported:

* + interactive terminal access and file transfer using the Internet telnet and ftp facilities
  + client-server access using Novell Netware
  + X-Windows and World-Wide Web (WWW) applications

### 3.5 Network addresses

Before equipment is connected to the network, it should be configured to obtain and IP address automatically. If you require a static IP address then you should contact iSolutions ServiceLine.

## 4 Regulatory issues

### 4.1 Relocation of networked devices

1. Relocation within the designated office

Subject to network system and cabling design rules, departments may purchase extended patch cables from iSolutions if the user's equipment is to be relocated within the same office more than three metres away from the existing faceplate location. Departments are advised to consider the safety implications of any cabling relocation within the office. Cables should NOT be allowed to run across the floor.

2. Relocation to another office with an activated faceplate of the same connection type

This may be performed by the department provided that the department owns both faceplates; otherwise, you must contact iSolutions ServiceLine.

3. Relocation to another office without a faceplate

This will be treated as a new connection request and subject to the appropriate charge.

4. Service to an adjacent office

For technical and safety reasons, use of a long patch cable to an adjacent office is not allowed.

### 4.2 Movement of equipment

1. It is also envisaged that departmental users may wish to extract the Ethernet adapter from one workstation and re-install it into another workstation of the same BUS type together with the associated connection package software. This should not be attempted unless technical expertise is available within the department as many technical issues concerning the workstation's hardware and software configuration need to be fully understood to successfully achieve this.

2. Departments wishing to connect workstations into lecture theatre faceplates must ensure that the workstation and software fully conforms to the specifications in section 3.4 of these regulations.

### 4.3 Departmental "DIY" connections

These are permitted but not recommended. The following recommendations apply:

1. Any device connected to a standard SIGNET faceplate must conform fully to the relevant standards defined in these Regulations.

2. The device that terminates the signal from the faceplate must be in the same room as the serving faceplate (operational limitation).

3. The Department is wholly responsible for the annual safety testing and maintenance of the device (operational limitation).

4. In the case where the device is a faceplate repeater, no further repeaters may be added or stacked on to it (technology limitation).

5. Should iSolutions discover that a departmental faceplate repeater or device is causing operational problems to the adjacent network, we will disable the offending faceplate service and advise the department that a problem exists which needs resolution before the permission to re-connect can be given. The department would then have three options:

* correct the problem itself;
* hire iSolutions to investigate the problem (at standard internal consultancy rates);
* purchase a switched connection from iSolutions to contain the problem

6. iSolutions will not be responsible for the departmental cabling behind a DIY attached device.

### 4.4 Faceplate repeaters at SGH

Users are forbidden to connect faceplate repeaters to existing SIGNET faceplates at the SGH without the express permission of the SUHT Corporate Information Services (CIS) Network Manager. This permission may be obtained via consultations with iSolutions.

### 4.5 Connection paths to SIGNET

Each networked device is limited to one physical connection path into SIGNET, either directly or indirectly (i.e., via a departmental LAN arrangement).

### 4.6 Abuse and damage

1. Under no circumstances are members of any department permitted to interfere with any element of trunking, cabling, network equipment, rack equipment or office faceplate without the expressed agreement in writing of iSolutions. iSolutions retains the right to disconnect and isolate any departmental connection found to be abused in order to protect the integrity of the data network.

2. If it is discovered that an act of interference or unauthorised installation resulted in a network failure, the department will be charged the specified contribution towards expenditure necessarily incurred as a result of investigating the breach of University network regulations.

3. Also, any damage caused to the networking infrastructure may be subject to an additional time and materials charge.

## 5 Costs of new connections, damaged connections and relocations

For information on ordering procedures and associated tariffs, please contact ServiceLine.