



IT Office for Undergraduate Academic Affairs and Student Affairs

IT SERVICES POLICY

Policy Name: Network Data Port Installation

Originally issued: 07.07.08

Revisions: 11.11.13

Policy at a Glance

- *Rutgers University's Telecommunication Division (TD) strongly recommends against the use of multiple devices in a single data port.*
 - *A single device should always be mapped to a single data port.*
 - *There may be times when the number of devices needed on the network may exceed available data ports in the room, thereby requiring an additional data port.*
 - *Requests for additional data ports can be made via the procedure defined in this policy*
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1. Policy Statement

This policy outlines network data port installation and related administrative procedures for the divisions of Undergraduate Academic Affairs (UAA) and Student Affairs (SA).

2. Reason for Policy

IT Services adheres to OIT/TD's recommendation governing data port installation. Proper procedures must be followed to ensure data port mappings as well as physical and logical security.

3. Who Should Read This Policy

All users of networks and systems managed by UAA/SA IT Services.

4. Related Documents

5. Contacts

<http://its.rutgers.edu/help-desk>

SCOPE

This policy applies to all computer resources of the divisions of UAA and SA, whether located on campus, or at remote locations and facilities. These resources include but are not limited to:

- Desktops
- Servers
- Printers
- Copiers
- VoIP Phones

Note: Departments not covered by this policy are departments supported by the Old Queens technical support team, Recreation Services, and Dining Services.

POLICY

- Rutgers University's Telecommunication Division (TD) recommends against the use of multiple devices in a single data port. UAA/SA IT Services follows these guidelines.
 - Please review University Policy:
https://www.td.rutgers.edu/policies-guidelines/use_of_switches_hubs
- A single device should always be mapped to a single data port.
 - Where possible and not limited by building infrastructure IT Services avoids the use of mini-hubs and mini-switches
- There may be times when the number of devices needed on the network may exceed available data ports in the room, thereby requiring an additional data port.
 - Additional data port installation
 - Must be coordinated through UAA/SA IT Services as per the procedures outlined below
 - Is the financial responsibility of the requesting department or division

PROCEDURE

To request the installation of an additional data port, please email the ITS Helpdesk using the following template:

- Subject: Additional Data Port Request
- NetID of user making request
- Building Name and Room Number where data port is needed
- Two 15 minute timeslots (during business hours) and on different days, for availability to survey the data drop installation location.

An appointment will then be made with the individual requesting the drop for a site survey to determine the location of the new data drop. Best efforts will be made to accommodate the user's availability.



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The individual must be available to meet during the time decided. If he/she is unavailable this will result in delays in processing the request.

Once the site survey is complete a quote will be requested from TD. Once the quote is generated we will require your account and organization codes to process the order in RIAS. UAA/SA IT Services will process the order directly. A date will then be set to complete the work. This can take from 2 - 4 weeks but will be completed sooner if possible.

Time Needed:

Please allow for 4 - 6 week for installation as this process is not entirely completed by UAA/SA IT Services. We make every effort to reduce the time needed to complete the installation in a timely fashion but the work is completed by RU Telecommunications and the time needed is dependent on factors such as time of year (start of the semester is usually longer). If access is needed sooner, provisions can be made (e.g., installing a switch). Further discussions with UAA/SA IT Services may be required to decide the best course of action.