

AO 38 UNIVERSITY OF PITTSBURGH PROCEDURE (formerly 10-02-13)

CATEGORY: SUPPORT SERVICES
SECTION: Computing, Information, and Data
EFFECTIVE DATE: January 26, 2018 Revised
Page(s): 3

I. PURPOSE

To establish the procedure for action, responses, and responsibilities of users of the University of Pittsburgh Network (PittNet), and Computing and Information Systems as the operator of PittNet.

II. SCOPE

This procedure is applicable to users requesting and using data networking services on PittNet through Computing and Information Systems.

III. REFERENCES

- Policy 10-02-13, University Network.
- Procedure 10-02-11, Computer Account Administration.

IV. PROCEDURE

Responsibility

Action

A. Requesting New Network Connections

Initiator

1. Complete FORM 0023, Network Attachment Request and forward it to CIS. If the attachment service requested is NOT an asynchronous terminal or host port, then complete FORM 0024, Network Address Request and forward it to CIS.

CIS

2. Acknowledge the receipt of the Network Attachment Request and indicate an expected installation date.
3. Collect the Activation Charge via an Interdepartmental Charge prior to port activation. Contact the user if any problem arises.
4. Complete the work requested on the Network Attachment Request. Notify the user that the work is complete. Indicate to the user any address assignments made by CIS as a response to a Network Address Request form.

B. Requesting An Alteration to a Network Connection

Initiator

1. Complete FORM 0023, Network Attachment Request and forward it to CIS. FAIS Account Numbers are not required.

CIS

2. The Network Request Coordinator will contact the user to discuss the alteration desired.

3. The Network Request Coordinator will contact the user with a price for the alteration. The Network Attachment Request will be returned to the user.
- Initiator
4. Revise FORM 0023, Network Attachment Request and return it to CIS. If the attachment service requested is NOT an asynchronous terminal or host port, then complete FORM 0024, Network Address Request and forward it to CIS.
- CIS
5. Acknowledge the receipt of the Network Attachment Request and indicate an expected installation date.
 6. Collect the Activation Charge via an Interdepartmental Charge prior to port activation. Contact the user if any problem arises.
 7. Complete the work requested on the Network Attachment Request. Notify the user that the work is complete. Indicate to the user any address assignments made by CIS as a response to a Network Address Request form.

C. Cancellation of Network Connections

- Initiator
1. Send a memorandum to the Network Request Coordinator indicating the desire to cancel one or more network connections.
- CIS
2. The Network Request Coordinator will contact the user to confirm the desire to terminate one or more network connections. If so, the ports will be immediately deactivated and monthly charges will be terminated. Written notification of the termination will be sent to the requesting user.

V. RESPONSIBILITIES

FAIS Administrators of Accounts paying for Network Services

- FAIS Administrators of accounts paying for Network Services must establish an account in the Computer Account Program (CAP). See Procedure 10-02-11, Computer Account Administration.

University Network Users

- Potential network users must request the attachment of a device to PittNet by completing FORM 0023, Network Attachment Request. If the device is to be attached via a direct Ethernet connection, users must request a name and address by completing FORM 0024, Network Address Request.
- After installation and activation of the network port, users must operate directly attached Ethernet devices using only addresses assigned by CIS. No other addresses are to be used.

Computing and Information Systems

- CIS will manage and operate PittNet.

- CIS must establish the rates and charges for installation, alterations, and support of PittNet.
- CIS must respond to Network Attachment Request forms and Network Address Request forms within five working days, and advise users of any potential problems or anticipated delays.
- CIS must provide technical expertise to advise potential or existing PittNet users as to their options regarding methods for attachment of network devices.

VI. DEFINITIONS/DESCRIPTIONS

<u>Appletalk</u>	Apple Computer Corporation's network product. It is based on a 235 kilobits/second serial communications bus using CSMA/CA (Carrier Sense Multiple Access with Collision Avoidance) arbitration. It is provided as a standard feature on Apple Macintosh personal computers.
<u>DECnet</u>	The Digital Equipment Corporation program that implements its network architecture, the Digital Network Architecture.
<u>Direct Charge Fund</u>	University funds established in accounts solely for computer usage.
<u>Ethernet</u>	A local area network using a carrier sense multiple access with collision detection (CSMA/CD) scheme to arbitrate the use of a 10 megabits per second baseband coaxial cable. Ethernet, with slight modifications, has become an international standard - IEEE 802.3 and 8802/3.
<u>network</u>	A set of interconnected computers and media with which they are interconnected.
<u>protocol</u>	A set of rules for communication between two corresponding networking functions in a network.
<u>TCP/IP</u>	A suite of vendor-independent protocols that originated in Department of Defense (DoD) sponsored research into networks over the last 15 years. One of the CIS-supported protocols on the University Network.

VII. EXHIBITS

Exhibit A - Network Attachment Services

Exhibit B - FORM 0023, Network Attachment Request

Form Instruction Guide - FORM 0023, Network Attachment Request

Exhibit C - FORM 0024, Network Address Request

Form Instruction Guide - FORM 0024, Network Address Request