Network Cabling Procedures

Objective:

To provide for our entire Downstate community a computer network environment that is highly reliable and highly available. Our computer network has been designed to provide full functionality, appropriate bandwidth, high degree of security, and capacity for growth in a cost-effective manner. Our campus network is managed and maintained by our Network Technology Group and support by the IS Customer Support Group. This is done with the use of high-quality, standardized equipment, installed & maintained by well-trained personnel, with appropriate environmental controls, and in compliance with all facilities/building code requirements.

Procedures:

The responsibility for processing and coordinating all networks cabling request lies with the IS Customer Support Group. The following are the steps and procedures for requesting and processing of network cabling request.

1. A Work Order opened with the Helpdesk requesting cabling and the location.
2. A walk thru conducted by a Helpdesk technician.
3. Vendor selection and a walk thru.
4. Quote provided by vendor.
5. Requisition prepared and processed by requestor.
6. Purchase Order or method of payment provided by requestor.
7. Work Permit requested by Helpdesk and provided by FMD.
8. Installation scheduled by Helpdesk and completed by vendor.
9. Review and payment approval upon completion of installation (with FMD Approval)

Network cabling request could be opened by contacting the Helpdesk at 718-270-HELP (4357) or on the web via Self Service at http://is.downstate.edu/helpdesk.

If there are further questions please contact Nigel Robertson by e-mail or at x8808.