

# UC Davis Policy and Procedure Manual

## Chapter 310, Communications and Technology

### Section 10, Telecommunications Services

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Responsible Department: Information and Educational Technology: Communications Resources

Source Document: UC Electronic Communications Policy

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#### I. Purpose

This policy describes specific controls associated with the deployment, administration, and use of telecommunications networks and services supporting the UC Davis campus including all wireless and wired telecommunications services. This policy defines the responsibility of Information and Educational Technology (IET) and applies to all users of telecommunications networks and services where IET provides management and oversight.

Users of telecommunications networks and services provided by the UC Davis Health System (UCDHS) Telecommunications Department should reference the UCDHS Hospital Policies & Procedures Manual Section 1368 (<http://intranet.ucdmc.ucdavis.edu/policies/hosp/1368.htm>) for policy requirements at UCDHS.

#### II. Definitions

##### A. Infrastructure:

1. Physical facilities—the basic resources and structures needed to deliver telecommunications services such as underground conduit, utility vaults, cables, building pathways, network access modules (NAMs), towers and antennas.
2. Electronics—devices that control electronic communications, such as routers, aggregators, repeaters and switches; and software used to send, receive, and manage the transmitted signals.

B. Public Access Services—all telephones and data network access ports or wireless services that allow campus visitors access to, and use of, university managed communications equipment and/or networks.

C. Telecommunications—all forms of electronic distance communications, including data, voice video, wireless and radio.

D. Telecommunications Services/Systems—services provided to campus users by the IET Communications Resources (CR) department, including, but not limited to:

1. Engineering, design, capital planning, installation, maintenance, operations, repair, consultation, training, billing, and coordination functions related to campus telecommunications, including wired and wireless voice and data services, 800 MHz emergency radio system, and campus and residential hall video distribution systems, in compliance with regulatory requirements.
2. Local and long-distance telephone access.
3. Access to advanced services networks as well as to the commercial Internet.
4. Network monitoring and security functions.

5. Management and maintenance of standards for all inside and outside communications cables, ducts, frames, and distribution closets.
  6. Preparation of applications for licenses and renewal of existing licenses held by The Regents of the University of California for radio, television, microwave and other systems utilizing managed radio frequency (RF) spectrum.
  7. Telecommunication support and services for campus departments on a fee-for-service basis.
- E. Telecommunications Rooms—special purpose space that provides a secure operating environment for telecommunications equipment.

### **III. Policy**

- A. The University is committed to providing a secure and reliable network for campus constituents, ensuring services are widely available to the university community.
- B. To avoid damage to the system or disruption of services to customers and to prevent potential security violations, physical access to telecommunications rooms and equipment without authorization from IET is prohibited.
- C. The University respects the privacy of electronic communications, while ensuring that administrative records are accessible for University business (see Section 310-24).
- D. In compliance with Federal law, audio or video telephone conversations may not be recorded or monitored without advising the participants unless a court has explicitly approved such monitoring or recording.
  1. 911 emergency calls may be recorded in accordance with Federal and State laws and regulations.
  2. Participants must be informed when a call is being monitored or recorded for the purpose of evaluating customer service, assessing workload, or other business purpose permitted by law.
  3. UC Davis units that monitor or record telephone calls must provide an alternative method of doing business with the University to clients who do not wish to be part of a monitored telephone call.

### **IV. Responsibilities**

- A. IET-Communications Resources is responsible for:
  1. The management, provisioning and billing of services for the campus that are used to communicate information at a distance, including telephones and related voice services, data transmission systems, wireless, cellular and radio equipment, video transmission systems and associated switching systems and equipment.
  2. The integrity of campus telecommunications systems and disabling any device or

requesting removal or isolation of any device that is determined to be causing interference with the campus network or is not in conformance with cyber-safety guidelines (see Section 310-22).

3. The planning, engineering, design, installation, maintenance, operations, repair, training, billing, and coordination functions related to providing of telecommunications systems and infrastructure in accordance with campus and industry standards.
  4. Reviewing and approving any alternative telecommunications infrastructure or service.
  5. Installation, activation, testing, repairing, and maintaining of Public Access Services. These include all emergency (E911) telephones, elevator telephones, approved courtesy telephones, public pay telephones, wireless guest access, in-building amplification systems, radio systems, and all associated infrastructure and electronics (wiring, cabling, conduit access points, etc.) and vendor supplied equipment such as cellular antenna devices.
- B. Campus units are responsible for:
1. Designating an Authorized Telecommunications Representative (ATR) to expend funds for telecommunications services on behalf of the unit.
  2. Submitting online service requests for new or changed services to IET-Communications Resources.
  3. Submitting requests and proposals for any alternative telecommunications infrastructure or service to IET-Communications Resources.

## V. Further Information

For additional information, see the Communication Resources website (<http://cr.ucdavis.edu>).

## VI. References and Related Policy

- A. Office of the President:
1. UC Electronic Communications Policy (<http://policy.ucop.edu/doc/7000470/ElectronicCommunications>)
  2. UC Business & Finance Bulletin IS-3, Electronic Information Security (<http://policy.ucop.edu/doc/7000543/BFB-IS-3>)
  3. UC Business & Finance Bulletin G-046, Guidelines for the Purchase and Use of Cellular Phones and Other Portable Electronic Resources (<http://policy.ucop.edu/doc/3420357/BFB-G-46>)
- B. UC Davis Policy and Procedure Manual (<http://manuals.ucdavis.edu/PPM/about.htm>):
1. Section 310-22, UC Davis Cyber-Safety Program
  2. Section 310-23, Electronic Communications—Allowable Use
  3. Section 310-24, Electronic Communications—Privacy and Access