

Telephone / IT Network Interruption

The University of Michigan owns and operates its own telephone infrastructure. At the center of it is a CS2100 (CS2K) telephone switch, which receives regular maintenance and upgrades. The telephone switch is operated by Information and Technology Services (ITS) staff and consistently provides service at 99.999% reliability. The telephone service and infrastructure are debt-free and it has available capacity.

The CS2K switch provides traditional telephone lines to serve U-M faculty and staff on the Ann Arbor, Flint and Dearborn campuses. In addition, telephone service for some students living in University Housing residence halls on the Ann Arbor campus is provided. ITS staff regularly seeks user satisfaction input.

In addition to the CS2K, ITS provides 1,300 Centrex lines to U-M personnel located in non-U-M buildings and has implemented newer technologies such as Voice over IP (VoIP). The campus has adopted VoIP in cases where there is an advantage over traditional telephone lines. For example, U-M units regularly use VoIP as a way to retain U-M phone numbers in off-campus locations, especially when the move to the location is temporary.

Information Technology Communications Services (ITCom) provides telephone services to students, faculty, and staff at the University's Ann Arbor, Flint, and Dearborn campuses. ITCOM also provides data network, infrastructure applications, and video services to the Ann Arbor campus.

The [UMnet Backbone Network](#) connects university networks and facilitates. The [Network Operations Center \(NOC\)](#), (734) 764-4357, comprised of a team of network specialists, monitors these networks and provides first level troubleshooting 24 hours a day, 365 days a year.

Each unit, school, or college has a point of contact called the [Security Unit Liaison](#) (SUL) who heads the unit's IT security activities. SPG 601.25 <http://spg.umich.edu/pdf/601.25.pdf> and SPG 601.27 <http://spg.umich.edu/pdf/601.27.pdf> provide additional guidance to IT Security at the University.

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Source

ITS Networking & Telecommunications

More Information

<http://www.itcom.itd.umich.edu/>

Prevention / Mitigation / Preparedness – Telephone / IT Network Interruption

Contact ITS Customer Service (734) 763-2000 for guidance on what steps to take to protect the telephone / IT network in your building

Be familiar with the University Standard Practice Guide 601.7-1 titled, “Responsibility for Maintaining Information” which includes backup and recovery requirements.

Establish a three deep system of personnel located in your building and provide training on how to handle such an event as a telephone / IT Network interruption.

Determine how information on the event (including updates) will be obtained and then delivered to building occupants.

Depending on the interruption type, landlines or cellular telephones may still be operational. Unless an emergency exists, do not call 911.

Educate staff, students and faculty on what to do during a telephone/ IT interruption.

Document in your .building emergency response plan what actions need to be taken when such an event occurs.

Response – Telephone / IT Network Interruption

If an outage or disruption of service occurs, contact the ITS Network Operations Center, (734) 764-4357, for a status on the problem and expected return to normal service. If the network is still operational, check the ITS Service Status page.

Depending on the size of the outage, you may want to activate your building floor marshal system to assist in spreading the word and ensuring all occupants in the affected area / building are aware of what to do.

Additional help resources are listed below:

- [4-HELP](#)
- [The CAEN Hotline](#)

Recovery – Telephone / IT Network Interruption

Contact University Risk Management (734) 764-2200 if any damage resulted from the interruption so claims management and other insurance matters can be handled.

Take proactive steps to prevent the incident from occurring in the future.