

Network Contact Group Guideline

Overview

The Office of Information Technology, Telecommunications Division (TD) is responsible for managing the IP address space on the Rutgers Network (RUNET). This responsibility includes allocation and tracking of IP address space, as well as management of contact information for responsible parties for all logical networks on RUNet.

Purpose

The goal of this document is define the Network Contact Group (NCG).

Policy

All computing support groups will maintain membership in an NCG in order to facilitate proper communications with OIT.

Guideline

In order to keep track of the large number of groups and individuals that operate on RUNet, the concept of a Network Contact Group (NCG) was created. The NCG is the primary tracking mechanism of people involved in local network administration. Each NCG is made up of the individuals or groups who are responsible for the proper operation of devices on that local network. The NCG represents a logical University entity, and all networks that are a part of that entity are associated with the NCG.

Each NCG must contain at least two individuals. The first person listed is the Technical contact. This individual is considered the primary point of contact for all issues regarding the NCG and the networks with which it is associated. The Technical contact will have permissions to add and delete individuals in the NCG, create sub-groups within the NCG, and able to set permissions for individuals within the NCG for the additional tools that are linked into the Network Database. The second person listed is the Administrative contact. This individual is not expected to be within the technical management chain, but serves as an escalation point to which issues are sent when the technical contact cannot be reached. It is expected that the Administrative contact is the supervisor of the Technical contact, and would advise the Network Operations Center (NOC) of personnel changes that affect the NCG.

Each NCG can also contain additional individuals who share the responsibility for the computing operations of the NCG. Both the Technical contact and the Network Operations Center will have the ability to add individuals to the NCG. Membership in an NCG is required to access tools such as DNS, the Custom ACL tool, and future network tools.

The NCG is used by the NOC to contact the appropriate groups in the event that there is a support issue with the network or with tools that affect the NCG. Initial contact is made with the Technical contact. In large departments, it is recognized that there are multiple individuals responsible for the operation of the local devices. While it is required that the Technical and Administrative contacts be named for the group, the mailing list field can be used to contact the group (group email address) in the event of an issue. The Technical contact will be copied on all correspondence to ensure that they are kept in the loop on all issues. If there is a network is shared between departments, the departments need to coordinate to select a Technical contact that will be the primary contact for all issues, and a group mailing list can be used to keep all the departments informed of an issue. If no individual can be selected, the NOC will appoint a Technical contact for the shared networks NCG. If the NCG wishes, emergency contact information may be stored about the group in the event that contact needs to be made after normal University business hours. The emergency contact information is governed by the TD Data Collection Policy, and will not be released to other non-OIT departments unless required to do so by the policy. All other contact information is publicly available to facilitate responses to technical issues.

NCG information is required for TD to maintain proper administration and provide proper information to departments that utilize RUNet. Following the initial data collection, TD intends to update the information once a year. The NCG contacts should contact TD regarding changes in personnel in order to keep information current.

Questions

Questions or concerns regarding this guideline should be directed to the following email address noc@rutgers.edu.