

Switch Access Guideline

Overview

The Rutgers data network, RUNet, is comprised of a large number of network devices that are managed by the Telecommunications Division (TD). In some instances, a Unit Computing Specialist (UCS) may request the privileges necessary to manage TD owned and operated layer 2 devices (network access switches). This guideline governs the ability of a UCS to receive the privileges necessary to manage said devices, and the corresponding responsibilities for those privileges.

Purpose

The purpose of this document is to clarify differentiated management service for TD owned access switches connected to the Rutgers data network, RUNet.

Guideline

A UCS may request the ability to manage access switches. A certain level of understanding is expected of those who maintain management privileges on a network device. It is highly recommended that a UCS who requests management privileges on their Layer 2 devices are trained in networking fundamentals and layer 2 switching technologies. TD staff are trained, and many hold Cisco certifications, in the devices they manage. TD does not provide consulting or training services for non-TD staff.

A UCS who is granted the ability to manage their access devices is accountable for the following responsibilities for each designated layer 2 device/infrastructure they manage:

- Maintain current port mapping documentation (i.e. wall plate number correlation to patch panel/switch port)
- Maintain current contact information with TD Network Operations Center
- Distinguish and differentiate between problems with layer 1 (i.e. cabling, wire) and layer 2 (i.e. switch) device
- Provide first level support/troubleshooting support for network problems **UCS is required to be on site when direct access to equipment is necessary for
- Troubleshooting
- Report/escalate network issues they cannot resolve to the TD Network Operations Center

On all layer 2 devices for which a UCS is granted management privileges, the following list outlines the permitted commands a UCS is permitted to utilize:

- Change vlan membership
- Change auxilliary vlan membership
- Change duplex settings
- Change speed settings Enable or disable ports
- Configure the port label
- Configure QoS stripping filter

Impact

Once a UCS has received approval for privileges, TD will continue to be responsible and accountable for the following:

- Monitoring of the layer 2 devices
- Management of software upgrades
- Hardware replacement support
- Second/third level support/troubleshooting support for hardware failures
- Communicate with the UCS in the event of an issue/outage/upgrade

Activities performed by the UCS outside of the aforementioned may result in revocation of layer 2 device access privilege. Inability to comply with the responsibilities outlined above may also result in the revocation of layer 2 device access privilege. TD reserves the right to remove all non - TD access privileges to device(s) at any time.

Questions

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