

North Dakota State University

Policy Manual

SECTION 701

UNIFIED COMMUNICATION SERVICES AND INFRASTRUCTURE

SOURCE: NDSU President
SBHE Policy 807.1

1. **Overview:** The Information Technology Division is responsible for the oversight, planning, procurement, coordination and management of the University's communications transport facilities (pathways, cabling, wireless infrastructure, repeating and switching, etc.), telecommunications switching and voice processing systems, unified communications systems, CATV systems, and related software systems, as well as the installation, expansion and maintenance of these systems. The IT Division responsibilities also include the administration, marketing, customer service, and billing of resale systems for departmental unified communication services.
2. **Unified Communications Administrator Program:** Designated departmental representatives coordinate their department's unified communications needs and requirements with the IT Division. Departmental communication regarding unified communications services will also be coordinated through these departmental unified communications administrators.
3. **Services and Equipment:** Unified communication (UC) services are available to all University departments. Charges are assessed to the respective departments based on actual cost, capital expenditures, and recovery of University costs associated with acquisition, provision and maintenance.
4. **Adds/Moves/Changes:** A department requiring a change or addition in service makes the request through the designated departmental UC administrator, who will then work with the IT Division to fulfill the request.
5. **Cellular Services:** All University related mobile device and service purchases, and usage agreements must be requested and coordinated through the IT Division in accordance with NDUS Policy 807.1:
 - 5.1. Departments determine which of their positions are required to have NDSU-supplied mobile devices and services, are responsible for all costs associated with NDSU-supplied mobile devices and services, and determine guidelines for the types of devices and services employees can request through the IT Division.
 - 5.2. NDSU does not provide employee reimbursement or stipends for mobile devices or services.
 - 5.3. Use of a state-owned telephone or mobile device generally must be limited to business use, subject to limited use for essential personal purposes as permitted by N.D.C.C. § 54-06-26. Reasonable and appropriate personal use of a state telephone or mobile device must be limited in time and scope, not interfere with NDUS operations, and not interfere with an employee's job duties and responsibilities. When an employee is traveling away from the employee's residence for official business, reasonable and appropriate personal use of a state-owned mobile device authorized under section 54-06-26 includes use at any time in connection with an emergency requiring immediate communication, incidental or unsolicited communication, and occasional communication with family members or others when use of a personal mobile device is impractical.

6. **Text Messaging:** The FTC regulates text messaging. To ensure compliance with relevant regulations, all units on campus must coordinate text messages for business purposes with the IT Division. For the most current guidance on rules you will need follow, see the IT Division knowledge base at <https://kb.ndsu.edu/it>
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HISTORY:

New	July 1990
Amended	December 1995
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Amended	June 2007
Housekeeping	February 3, 2012
Housekeeping	April 12, 2012
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