

**General Responsibilities**

**General Responsibilities**

**I. Purpose**

University of Kentucky (UK) Information Technology Services (ITS) is responsible for planning, developing, managing, and maintaining the UK communications and network systems. The responsibilities include all voice and data communication services. In its role as the custodian of communications services, the department implements the communications policy approved by the Office of the President and ensures that all communications standards are implemented by managing and coordinating all communications projects. With the convergence of voice and data technologies, the department is responsible for providing communications management oversight for the University and UK HealthCare.

**II. Description of ITS Services and Responsibilities**

The following list describes in further detail the responsibilities of ITS which include:

- Provide centralized consultation, design, operation, maintenance, and management of the UK enterprise voice and data communications networks and infrastructure.
- Recommend and implement communications policies and standards for the development of comprehensive voice and data infrastructure and services.
- Install, manage, and maintain the enterprise communications and network infrastructure.
- Establish communications and network requirements for new and renovated buildings and ensure all plans adhere to ITS Infrastructure and Network Standards.
- Manage the network connection agreements between UK's enterprise networks and outside agencies.
- Manage and maintain the UK enterprise communications disaster recovery plan.
- Establish, manage, and approve all contracts for communications and network services and equipment through Purchasing.
- Serve as UK's official point of contact with all communication and network solutions vendors.
- Acquire and install all communications equipment and services for the University and UK HealthCare.
- Provide efficient, effective, and economical local and long-distance telephone service for UK and UK HealthCare.

Frequently asked questions regarding ITS can be found at:

<https://uky.service-now.com/techhelp>

**III. Infrastructure and Network Policies**

- A. ITS is responsible for the management and use of the communications cabling and conduit infrastructure. The use of this infrastructure must be approved in writing by ITS. Unauthorized use of this infrastructure may result in its removal with the cost for removal charged to the installing department.
- B. ITS has the responsibility for management oversight of the communications portion of all capital construction and renovation projects which require communications infrastructure. This begins with the programming phase of a project.

**General Responsibilities**

- C. ITS is responsible for providing specifications and standards for network solutions cabling, and conduit systems. These specifications and standards shall be incorporated in all projects for all sectors on both renovations and capital projects.
- D. Emergency Service: In the event of an emergency, ITS will coordinate all necessary work to restore communication services.
- E. ITS has the responsibility to inspect all communications facilities, cabling and conduit installations and to make recommendations for acceptance to UK Procurement and Capital Construction divisions.

**IV. Non-compliance with Communications Business Procedures**

- A. All communications contracts, services, and equipment must be coordinated, approved, and purchased by ITS.
- B. Any equipment not approved by ITS may be prohibited from attaching to the enterprise telephone system or data network.
- C. The appropriate Dean or Vice President will be consulted to evaluate appropriate action in the case of non-compliance.
- D. Any exception requests to ITS policies must be addressed in writing to:
  - Information Technology Services
  - Office of the CIO
  - 122 James F. Hardymon Building