Policy Title: Telecommunication Services

Policy Type: Administrative

Policy Number: ADMINISTRATIVE POLICY # 32 – 8 – 608 (2014) Telecommunication Services

Approval Date: 05/28/2014 Revised

Responsible Office: Office of Information Technology

Responsible Executive: CIO

Applies to: Office of Information Technology

POLICY STATEMENT

In the event of an incident that has the potential to disrupt normal daily operations, an alternate telecommunications service is required as pursuant to achieve recovery time and recovery point objectives.

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CONTACT(S)

Office of Information Technology – (757)823-2869
STAKEHOLDER(S)

University Faculty & Staff
Office of Information Technology

PURPOSE

This control establishes the University’s policy for obtaining alternate telecommunications service for the purpose of providing connectivity should the University’s primary service provider fail as the result of hazardous occurrences.

REQUIREMENTS

NSU establishes alternate telecommunications services including necessary agreements to permit the resumption of information system operations for essential missions and business functions within the University-defined time period when the primary telecommunications capabilities are unavailable.

Controls Enhancement for Sensitive Systems:

1. NSU:
   a. Develops primary and alternate telecommunications service agreements that contain priority of-service provisions in accordance with the University’s availability requirements; and
   b. Requests Telecommunications Service Priority for all telecommunications services used for emergency preparedness in the event that the primary and/or alternate telecommunications services are provided by a common carrier.

2. NSU obtains alternate telecommunications services with consideration for reducing the likelihood of sharing a single point of failure with primary telecommunications services.

3. NSU obtains alternate telecommunications service providers that are separated from primary service providers so as not to be susceptible to the same hazards.

4. NSU requires primary and alternate telecommunications service providers to have contingency plans.

VIOLATIONS

Violations of this policy will be addressed in accordance relevant University and Commonwealth of Virginia policies, including University Policy 32-01 and Department of Human Resources Management Policy 1.75. The appropriate level of disciplinary action will be determined on an
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individual case basis by the appropriate executive or designee, with sanctions up to or including termination or expulsion depending upon the severity of the offense.

interpretation

the information security officer is responsible for official interpretation of this policy. questions regarding the application of this policy should be directed to the office of information technology. the information security officer reserves the right to revise or eliminate this policy.

publication

this policy shall be widely published and distributed to the university community. to ensure timely publication and distribution thereof, the responsible office will make every effort to:

1. Communicate the policy in writing, electronic or otherwise, to the university community within 14 days of approval;
2. Submit the policy for inclusion in the online policy library within 14 days of approval;
3. Post the policy on the appropriate sharepoint site and/or website; and
4. Educate and train all stakeholders and appropriate audiences on the policy’s content, as necessary. failure to meet the publication requirements does not invalidate this policy.

review schedule

- next scheduled review: 05/28/2015
- approval by, date: office of information technology and 05/28/2014
- revision history:
  - supersedes (previous policy): oit 62.8.608 telecommunication services

related documents

virginia commonwealth state policy sec501-08 information security standard