



Policy – Client Listed Contacts & Roles

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Please note: In this document **Business Hours** are defined as Monday through Friday, 8 a.m. - 5 p.m.

Clients are required to maintain valid contact information for their organization through the [OARnet Gateway](#) website. Our ability to keep your organization informed of scheduled maintenance events, as well as resolving outages, relies on up-to-date and reliable contact information. **Failure to maintain your contacts may result in a lack of notification to your organization.**

OARnet has [defined contact roles](#) that help us maintain the highest quality of service for our clients. All required roles: Administrative, After Hours 1-3, Billing, Escalation 1-3, Executive, Last Resort, Maintenance and Security Operations, must have a contact assigned. Optional roles include: Copyright, DNS, Research, Security Executive, Site Access and Technical. Contacts can be applied to multiple roles. Each contact must have a first name, last name, title, email and at least one phone number.

Clients are responsible for removing individuals who are no longer with your organization from the Gateway and assign a different contact to their previous roles. It is important to assign new contacts to roles in the event of an extended staff leave for the duration of that timeline.

Outage and Troubleshooting: OARnet will notify and work with your, Escalation 1-3 contacts (Business Hours) and After Hours 1-3 contacts (outside Business Hours) in ascending order. In the event OARnet is unable to reach the designated contacts, the Last Resort contact will be used. For each contact, OARnet will attempt the office and mobile numbers. If there is no answer a voicemail will be left before moving onto the next contact. When all designated contacts are exhausted the issue is escalated internally as a last recourse.

After Hours Support Opt-out: Organizations may opt-out of After Hours Support for any site not designated as Emergency Services. This option is provided to support organizations not staffed after hours or sites with non-critical business services. Organizations authorize the opt-out option through the OARnet Gateway. OARnet staff are not authorized to opt-out on behalf of a client. After Hours Support may be resumed at anytime through the OARnet Gateway.

When a site has been opted-out of After Hours Support OARnet will discontinue proactive monitoring and troubleshooting network services outside of Business Hours. This includes service affecting issues. In the event of an incident outside Business Hours, OARnet will notify the site Escalation 1 contact via e-mail and resume normal escalation procedures the following business day. In the event of a service disruption outside Business Hours your organization will be responsible for initiating contact with OARnet for assistance.

Configuration changes: The Support Center will only accept configuration change requests from individuals in the Administrative and Technical contact roles. Administrative, Technical or DNS contact roles may request DNS changes. Configuration changes include bandwidth increases, temporary cap removals or any change that could adversely affect a client's connection or services, such as router or domain name changes. OARnet will contact your Administrative contact for any request made from individuals not in authorized roles.

Security: OARnet will notify your Security Operations contacts for alerts and notifications related to security operations and incident response such as spam alerts, phishing attacks, DDOS, copyright violations or other Internet abuse notifications. For legal, security related service changes or policy related communications, OARnet will contact your Security Executive if one has been identified. If a Security Executive is not identified, we will contact the Executive contact. Note that at some organizations the CISO may not be a member of the networking or core IT groups.

Trouble Reports: OARnet can only accept trouble reports from listed contacts. We will consult with your Administrative contact for all incidents reported from non-listed contacts.

Contact Role Definitions

Administrative (required)

Contacts assigned to the Administrative role are authorized to request or approve configuration changes. They provide authorization for Gateway view and edit access. This contact oversees your organization's overall compliance of the Contact Policy. It is recommended the Administrative Contact be a Gateway Editor.

After Hours 1, 2 and 3 (required)

Outside of Monday through Friday, 8 a.m. - 5 p.m.: In the event of a service disruption OARnet will notify and work with your After Hours 1 - 3 contacts in ascending order. This contact will assist OARnet to verify power at the site, check the physical status of any OARnet or service provider equipment, as well as verify and test connectivity from the site. They must be reachable by phone after hours. The Last Resort contact will be used if After Hours 1-3 are unreachable.

Billing (required)

The authorized contact at your organization for billing management.

Copyright

OARnet will use this contact if a copyright violation notice is received for your organization.

DNS

This is a role is typically fulfilled by your Domain Name System administrator. Service requests initiated by this contact are limited to DNS changes.

Escalation 1, 2 and 3 (required)

Business Hours Monday through Friday, 8 a.m. - 5 p.m.: In the event of a service disruption OARnet will notify and work with your Escalation 1 - 3 contacts in ascending order. This contact will assist OARnet to

verify power at the site, check the physical status of any OARnet or service provider equipment, as well as verify and test connectivity from the site. They must be reachable by phone. The Last Resort contact will be used if Escalation 1-3 are unreachable.

Executive (required)

This is your technology executive (i.e. CIO or CTO) contact.

Last Resort (required)

OARnet will use this contact if and only if the Escalation (Monday through Friday, 8 a.m. - 5 p.m.) or After Hours (outside of Monday through Friday, 8 a.m. - 5 p.m.) contacts are unreachable in emergency situations. When After Hours Support has been disabled for a site the Last Resort contact will only be valid during Business Hours.

Maintenance (required)

Maintenance contacts will receive notifications of any scheduled or emergency maintenance that may affect your services. This includes work done by OARnet or by any of our vendors or service providers. To receive maintenance notifications, you must be identified as a maintenance contact.

Research

This contact should be the designated leader for research on your campus. OARnet would like to have appropriate contacts for communicating about projects related to the 100Gig backbone and statewide collaborations.

Security Operations (required)

This contact is the individual or group to which spam alerts, phishing attacks, DDOS, copyright violations or other Internet abuse notifications should be sent, for IP addresses allocated to your institution.

Security Executive

This is your (Chief) Information Security Officer (ISO/CISO) or equivalent individual with overall responsibility for information security, legal, security related service changes or policy related communications. This person will typically be the OARsec representative for the organization.

Site Access

This is an opportunity to provide a contact to allow OARnet access into a site (such as a reception desk, etc...).

Technical

This contact is authorized to make configuration change requests, including: routing, DNS, interfaces, etc...