



## Policy – Client Listed Contacts & Roles

Issued 04/15/2016

Clients are required to maintain 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, must have a contact assigned. Optional roles include: Copyright, DNS, Research, Site Access and Technical.

It is important to remove individuals who are no longer with your organization from the Gateway and assign a different contact to any roles they were assigned. Temporary contact changes (i.e. accommodating for vacation or leave) are managed by assigning a different or new contact to the role for the timeframe.

**Outage and Troubleshooting:** OARnet will notify and work with your Escalation (8-5pm) and After Hours (outside of 8-5pm) contacts on file in order of Primary, Secondary and Tertiary. If OARnet is unable to reach the designated contacts they will try the Last Resort. For each contact, OARnet will attempt the office line and the mobile line, if provided. 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.

**Configuration changes:** The Support Center will only accept configuration change requests from individuals in the Administrative, Technical and DNS contact roles. 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 changes.

OARnet can only accept trouble reports from listed contacts. Incidents reported from non-listed contacts will be forwarded to your Administrative contact.

## Contact Role Definitions

### Administrative (required)

This contact provides authorization for changes to be made to services or to authorize others to request changes to the service or related information. 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 (required)

Outside of 8 a.m. - 5 p.m: The contact will act simultaneously as a notification to your institution, as well as to assist OARnet in efficiently resolving a disruption (outage or service impact). You must provide a Primary (1), Secondary (2) and Tertiary (3) contact, even if it's the same person. They must be reachable

by mobile phone and after hours. This includes verifying power at the site, checking the physical status of any OARnet or service-provider (AT&T, Time Warner, etc) equipment, as well as verifying and testing connectivity from the site.

### **After Hours 2 (required)**

Outside of 8 a.m. - 5 p.m: The contact will act simultaneously as a notification to your institution, as well as to assist OARnet in efficiently resolving a disruption (outage or service impact). You must provide a Primary (1), Secondary (2) and Tertiary (3) contact, even if it's the same person. They must be reachable by mobile phone and after hours. This includes verifying power at the site, checking the physical status of any OARnet or service-provider (AT&T, Time Warner, etc) equipment, as well as verifying and testing connectivity from the site.

### **After Hours 3 (required)**

Outside of 8 a.m. - 5 p.m: The contact will act simultaneously as a notification to your institution, as well as to assist OARnet in efficiently resolving a disruption (outage or service impact). You must provide a Primary (1), Secondary (2) and Tertiary (3) contact, even if it's the same person. They must be reachable by mobile phone and after hours. This includes verifying power at the site, checking the physical status of any OARnet or service-provider (AT&T, Time Warner, etc) equipment, as well as verifying and testing connectivity from the site.

### **Billing (required)**

OARnet will be in touch with the billing contacts if there are any billing-related issues.

### **Copyright**

Notification for copyright violation.

### **DNS**

This is the technical contact for your DNS service if you have one. They may request DNS changes.

### **Escalation 1 (required)**

Business hours 8 a.m. - 5 p.m: The contact will act simultaneously as a notification to your institution as well as to assist OARnet in efficiently resolving a disruption (outage or service impact). You must provide a Primary (1), Secondary (2) and Tertiary (3) contact, even if it's the same person. This includes verifying power at the site, checking the physical status of any OARnet or service-provider (AT&T, Time Warner, etc) equipment, as well as verifying and testing connectivity from the site.

### **Escalation 2 (required)**

Business hours 8 a.m. - 5 p.m: The contact will act simultaneously as a notification to your institution as well as to assist OARnet in efficiently resolving a disruption (outage or service impact). You must provide a Primary (1), Secondary (2) and Tertiary (3) contact, even if it's the same person. This includes verifying power at the site, checking the physical status of any OARnet or service-provider (AT&T, Time Warner, etc) equipment, as well as verifying and testing connectivity from the site.

### **Escalation 3 (required)**

Business hours 8 a.m. - 5 p.m: The contact will act simultaneously as a notification to your institution as

well as to assist OARnet in efficiently resolving a disruption (outage or service impact). You must provide a Primary (1), Secondary (2) and Tertiary (3) contact, even if it's the same person. This includes verifying power at the site, checking the physical status of any OARnet or service-provider (AT&T, Time Warner, etc) equipment, as well as verifying and testing connectivity from the site.

**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 8 a.m. - 5 p.m. or Escalation After Hours (outside of 8 a.m. - 5 p.m.). contacts are unreachable in emergency situations.

**Maintenance (required)**

Contacts identified for maintenance 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 (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.

**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 service change requests; including routing, DNS, interfaces, etc...