TITLE: Network Managers Information Sheet

STATUS OF DRAFT:
This draft has been approved by the Network and Telecommunications Standing Committee on June 20, 1996.

ABSTRACT:
The purpose of this document is to provide important information for the network managers at the University of Florida. The document was compiled by a working group of the Standing Committee on Networking and Telecommunications. This information will assist managers in being "good network citizens" and it will answer some commonly asked questions.

1. GENERAL GUIDELINES:
The following guidelines apply to UF Network Managers:
You must have an e-mail account. You need to subscribe to the official Network Managers List (NML) and the Campus Computing Coordinators (CCC) list. The NML is an official list of UF Network Managers and is maintained by UFNET. The NML is the main source of information concerning the campus backbone and Internet access. To subscribe to the NML send a request to Cheryl Granto at cheryl@ufnet.ufl.edu. The CCC is a less formal list that is used as an information source for computer support people all over campus. To join the CCC send to majordomo@ufl.edu and type subscribe CCC in the body of the message.

You should also consider joining the UFNET paging group. This is a service offered with Air-Touch Paging. By being part of the UFNET paging group you can get official messages about network status without depending on the network. Carrying a pager also makes you more accessible to your users. For information on how to join this service contact UFNET at 392-2581 and see the web page ‘http://www.ufnet.ufl.edu’.

Make a logical and physical diagram of your network, put it on a Web page and keep it current. For security reasons use discretion in the detail of the publicly visible part of this map. Please provide UFNET with a hard-copy of the diagram at UFNET, 507 CSE, PO Box 116145, Campus.

Provide proper physical security for your equipment. The University Police Department at 392-1111 will do a security audit at your request. Report all stolen equipment to the University Police Department. Report any
unauthorized access to hosts or software violations to Sam Trickey, UF's Information Security Manager, at 392-4519 and email to ‘super@nervm.nerdc.ufl.edu’.

Teach your users that you are their first point of contact when they are having a network related problem. It is your responsibility as the Network Manager to interact with your users. If you think that a network problem is not a local problem, you should then make a report to UFNET at 392-2581. UFRFC 0-D, Data Network Management Statement, at ‘http://nersp.nerdc.ufl.edu/~oits/UFRFC’ is the policy on network management. According to this RFC, UFNET does have the authority to disconnect your network if it is causing a problem to the entire network and there is no timely resolution of the problem.

Know the rules for the types of physical cabling that you have. There are very specific guidelines. When designing or redesigning any part of your network, refer to UFRFC 00-C, Intra-Building Communications Wiring at ‘http://nersp.nerdc.ufl.edu/~oits/UFRFC’.

Printed copies are available from Andy Hulsey at 392-1146 or email to ‘AHULSEY@PPD.UFL.EDU’.

You should have regular back-up procedures for your network. Part of careful back-up is to have access to public records which are stored on the system. See the UF Policy on Public Records Law and E-Mail at ‘http://www.ufcn.aa.ufl.edu/UFCN/email.html’.

You should be aware of UF Copyright Policy. See ‘http://www.ifas.ufl.edu/WWW/PIRATE/index.html’.

If you become aware of inappropriate material posted by one of your users, inform the user of the violation, and have the material removed. For a guide to help inform your users see URFRC 9, Policies and Directions for the Use of UF Access to the Internet ‘http://nersp.nerdc.ufl.edu/~oits/UFRFC09.txt’.

Additional information is available from the Office of Information Technologies and Services at 392-4519.

Learn how to use some type of network analyzer. A few that we recommend are SNMPC, SunNet Manager, NetView, OpenView, NetWatch, Novell Lanalyzer, and Sniffer. You can get NetWatch free from Mike Wright at CIRCA, 392-2007.

2. PROTOCOL GUIDELINES:
Only IP, IPX, AppleTalk and DECnet are passed on the UFNET core network.

For AppleTalk network ranges and zone name approval, contact Cheryl Granto at UFNET, cheryl@ufnet.ufl.edu or 392-2581. Refer to UFRFC 12 ‘http://nersp.nerdc.ufl.edu/~oits/UFRFC12.txt’.

For IP address assignment contact Rick Smith, Director of Network Services, rs@ufnet.ufl.edu or 392-4519.

For IPX network number assignment refer to UFRFC 13 ‘http://nersp.nerdc.ufl.edu/~oits/UFRFC13.txt’.

3. OTHER INFORMATION:

Where to get help:

CIRCA Help Desk, 392-HELP
  http://www.circa.ufl.edu

UFNET 392-2581
  http://www.ufnet.ufl.edu

NERDC 392-2061
  http://www.nerdc.ufl.edu

HEALTHNET 392-OLAN
  http://www.hsc.ufl.edu/hsc/hnet.html

IFAS Computer Network 392-5180
  http://gnv.ifas.ufl.edu/www/agator/contact.htm

Office of Information Technologies and Services 392-4519
  http://nersp.nerdc.ufl.edu/~oits

Assistance with new equipment, repair and installation needs:

CETS 392-2464
  http://www.eng.ufl.edu/ddf
An excellent repository of information is http://www.med.ufl.edu/is/pubs.html#support

Fred Buhl  Cheryl Granto, Chair
College of Liberal Arts & Sciences  UFNET
fred@clas.ufl.edu  cheryl@ufnet.ufl.edu

Todd Hester  Rick Smith
CIRCA  Network Services
todd@circa.ufl.edu  rs@ufnet.ufl.edu