

# Secure Network Management (Wired Network Registration)

Last Updated: 10/25/2022

## Summary:

Over the past two years, UITS has implemented a security layer on the campus wired network which requires users to authenticate, similar to the wireless network. Through this implementation, UITS asked Campus IT to inventory and replace all department-owned network equipment with UITS-managed equipment. Some academic units, auxiliary units, and research labs still maintain some local network management on top of the physical UITS network.

These remaining department-managed networks will be decommissioned and managed 100% by UITS. New networking requests will be provided by UITS at no additional cost to the user (funding is assumed through AIB/SCH taxes).

## Out of Scope:

*To date: no exceptions have been considered.*

## Additional Requirements:

- The UA campus network is powered entirely by Cisco. However, global chip manufacturing shortages have impacted Cisco more than competing network equipment providers. Continued shipping delays, in some cases, exceeding 400 days, will hamper future roll-outs.

## Unknowns:

- Some research instrumentation has specific network configurations to allow for various sensors, servos, lenses, etc to operate and communicate with a host computer (e.g – Gantry, telescopes, etc). How will UITS reverse engineer these components to work on UITS-managed network equipment, thus jeopardizing support contracts with the vendor?

## Concerns:

- The campus network has become increasingly unstable. During both the Fall 2021 and 2022 semesters, the campus experienced multi-day UAWiFi outages. Some believe this is due to a rushed security initiative that felt poorly planned, untested – and a lack of understanding of the campus IT landscape. Lingering problems still exist. On-campus users experience dropped Zoom meetings, machines that work fine at home fail to remain connected at the office, and other reports of classroom computing labs losing network connection in the middle of the semester.
- UITS' 24/7 Tier 1 support team is ill-equipped to handle desktop PC issues associated with the network (cannot be troubleshot remotely without connectivity), and tickets usually get forwarded to an understaffed UITS Network Operations team, or erroneously to another UITS team. Campus IT has been forced to troubleshoot these issues, but under this new model, will have a lesser ability to help.

## UITS Informational Pages

[https://uarizona.service-now.com/sp?id=sc\\_cat\\_item&sys\\_id=ac521541db347c109627d90d689619c8](https://uarizona.service-now.com/sp?id=sc_cat_item&sys_id=ac521541db347c109627d90d689619c8)