To: ALL School Principals and Department Heads  
From: Yvette Ardoin, Network Operations Coordinator (ext. 1007)  
Date: August 1, 2019

Networking in the School District

From time to time, schools and departments contract with outside companies to perform network wiring and equipment installation. Any contract work pertaining to the network must be approved or completed by the Network Operations Department. The network is monitored continuously and any contract work could cause a disruption of the network. In the past, unauthorized contract work has interfered with the operation of the network. The Network Operations Department must investigate every one of these outages. Unnecessary amounts of time are being spent on issues that could have been avoided with proper consultation. The unauthorized work has required the network support staff to go out and repair the damage done to wiring and equipment performed by contractors.

All network infrastructure tasks needed in any CPSB school or department must be approved by the district Network Administrator before the work can proceed.

These tasks include the installation or removal of network drops in classrooms and offices as well as the installation, configuration of network equipment (i.e. routers, switches, wireless access points, servers) and the installation and configuration of all video security systems, VOIP phones, door entry security systems and any ancillary network equipment. Failure to do so could result in the disconnection of the unauthorized work and removal of unauthorized equipment by the Network Operations Department staff.

If a school or department has a need to contract with an outside company to perform network services at their site, the school principal or department head should contact the Network Operations Department Administrator so proper planning and oversight of the work can be performed. This initial contact can be done by submitting a support ticket at http://help.cpsb.org or by calling 217-HELP (4357). The planning work is necessary to ensure that the contractors work will follow CPSB network guidelines and policies which are set down in the CPSB District Technology Plan, specifically Appendix 5. The technology support staff will also inspect the completed work to ensure that the contractor has performed the work as specified.

If you should have any questions regarding this policy, please contact the Network Operations and Support Center at 337-217-HELP (4357). Thank you for your cooperation in this matter.

Approved:

Karl Bruchhaus  
Superintendent

Kim Leblanc  
Chief Technology Officer

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