



Service Description: Networking

The networking service provides Ethernet and Internet protocol (IP) connectivity to the university's network, which allows for access to the commercial Internet and research networks. The Division of Information Technology offers a standard network connection for desktop computers, printers, IP phones and other non-critical network-enabled devices, as well as a high-speed connection for supporting servers or computer labs.

Hours of Operation

The networking service operates continuously 24 hours a day, seven days a week.

Support

For technical assistance, contact the IT Support Center at 202-994-GWIT (4948), ithelp@gwu.edu or <http://it.gwu.edu>.

Security

Any device connected to a Division of IT-provided data network port is required to be registered with the Division of IT. Leveraging dynamic host control protocol (DHCP), the Division of IT can enable connections to authorized network devices and restrict access to unauthorized devices. Sharing of network connections is not permitted.

Scheduled Maintenance

Annual and monthly maintenance will be scheduled as necessary, avoiding or minimizing customer impact when possible. Scheduled maintenance is posted on the Division of IT website; occasionally, the division may need to complete emergency maintenance that impacts services without customer notification.

Division of IT Responsibilities

The Division of IT will ensure proper function of the network service, including connections to commercial and research Internet service providers. Additionally, the Division of IT is responsible for lifecycle replacement of switching technology and media converters.

Customer Responsibilities

Customers must adhere to the Network Usage Policy, found at <http://www.policy.gwu.edu>.