The procedure outlined below will be followed when a user places a request for a new Network Jack installation. A SDM Request is opened and assigned to Telecommunications and Networking at Stony Brook University (TelNet). The TelNet group will install and run the line for the new jack. Once completed, the Networking group at Stony Brook Medicine will patch the jack to the appropriate VLAN.

1. Information regarding obtaining a new Network Jack can be viewed at the website below:

http://infrastructure.uhmc.sunysb.edu/Network/network/index.html

This page can be found from the main Help Desk website...under Network Admin...Network Connections.

2. When a user requires a new Network Jack, they will call/E-mail the Help Desk or their IT contact. The Help Desk or IT contact will open an SDM Request Ticket.

- SDM Ticket can be created by selecting File...New Request.

- SDM Ticket Request Area: Networks.Jack.New

- A number of fields must be filled in on the Properties Tab. All fields are REQUIRED; do not omit any information.

The SDM Ticket will be assigned to the SDM Group Telecommunications and Networking.

3. After the SDM Ticket is created and saved it will automatically be sent via E-mail to TelNet at Stony Brook University. Their E-mail address is supportteam@stonybrook.edu.

- When TelNet has completed their work, they will respond to the E-mail and notify SBUH-HSC Help Desk.

- Help Desk will now assign SDM Ticket to the SDM group Networking of our Stony Brook Medicine Network Services. We will also need to log a comment with the Actual Work Performed information sent by TelNet in their E-mail. The Networking Group will patch the newly installed jack to the proper VLAN.

4. The Networking group will close the SDM Request Ticket when the jack patch is completed.

LHanly 02/18/14