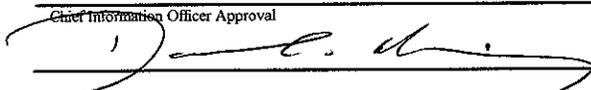




**Information Technology Governance Policies & Standards**

Title <b>NETWORK ADMINISTRATION POLICY</b>	Document Code No. <b>ITG-P-07-05</b>
Chief Information Officer Approval 	Date <b>10/3/07</b> Effective Date.

**1. PURPOSE:**

This policy establishes the rules and conventions for the day to day Administration of the King County Enterprise Network environment.

**2. APPLICABILITY:**

This policy applies to all King County Organizations and Workforce Members.

**3. REFERENCES:**

- 3.1. Network Service and Performance Policy
- 3.2. Network Service and Performance Standard
- 3.3. Network Administration Standard
- 3.4. Network Incident Reporting Guidelines
- 3.5. OIRM Change Management Guidelines
- 3.6. Information Technology Policy and Standards Exception Request Process

**4. DEFINITIONS:**

- 4.1. **Administration:** The performance or Management of business operations.
- 4.2. **County Enterprise Network:** The Network used to conduct county business that provides transport of data within and between county facilities and other agencies of county government. This definition also refers to the Network used to transport data between the county, other government agencies and the Internet. It does not refer to Networks built for the sole purpose of meeting special operations needs of county business units, including process control and supervisory control Networks. Nor does it refer to the King County Institutional Network (I-Net), which is required to meet contractual obligations with I-Net customers and the local cable television utility.
- 4.3. **Engineering:** The design, analysis, and/or construction of works for practical purposes. The crucial and unique task of the engineer is to identify, understand, and interpret the constraints on a design in order to produce a successful result.
- 4.4. **Incident:** The attempted or successful unauthorized access, use, disclosure, modification, or destruction of information or interference with system operations in an information system.
- 4.5. **Management:** The act of directing people towards accomplishing a goal.

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- 4.6. **Network:** A system that transmits any combination of voice, video, and/or data between users. The network includes the network operating system in the client and server machines, the cables connecting them and all supporting hardware in between; such as bridges, routers, and switches. In wireless systems, antennas and towers are also part of the network.
- 4.7. **Network Administrator:** Network Administrator designates a job position of engineers who carry out network administration. Network Administrators are the engineers who maintain the hardware and software that comprises the network. This normally includes the deployment, configuration, maintenance and monitoring of active network gear: switches, routers, firewalls, etc.
- 4.8. **Network Infrastructure Equipment:** Equipment that enables network connections for a facility, group or individual to other points on the County Enterprise Network. This definition includes LAN switches, routers and WAPs serving each facility and those used to distribute data destined to other parts of the network. It also includes appliances used to control network traffic and secure the network from unauthorized access. The appliances include, but are not limited to network traffic shapers, network firewalls, VPN concentrators, and network intrusion/prevention sensors.
- 4.9. **Organization:** Every county office, every officer, every institution, whether educational, correctional or other; and every department, division, board, and commission.
- 4.10. **Workforce Member:** Employees, volunteers, and other persons whose conduct, in the performance of work for King County, is under the direct control of King County, whether or not they are paid by King County. This includes full and part time elected or appointed officials, employees, affiliates, associates, students, volunteers, and staff from third party entities who provide service to King County.

## **5. POLICIES:**

### **5.1. Network Owner:**

- 5.1.1. The OIRM Network, Systems, and Operations (NSO) Manager shall be responsible for oversight of the County Enterprise Network. This role is outlined in the **Network Administration Standard**.

### **5.2. Network Management:**

- 5.2.1. The OIRM NSO Network Engineering and Support Manager shall be responsible for Management of the County Enterprise Network. This role is outlined in the **Network Administration Standard**.

### **5.3. Network Administrator:**

- 5.3.1. The OIRM NSO Network Engineering Supervisor shall be responsible for the Administration of the County Enterprise Network. This role is outlined in the **Network Administration Standard**.

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### **5.4. Network Engineering:**

5.4.1. OIRM NSO Network Engineering shall be responsible for the Engineering of the County Enterprise Network. This role is outlined in the **Network Administration Standard**.

### **5.5. Network Operations:**

5.5.1. The OIRM NSO Operations Manager shall be responsible for the monitoring, maintenance, and day to day operation of the County Enterprise Network. These duties are outlined in the **Network Administration Standard**.

### **5.6. Service Desk:**

5.6.1. The OIRM NSO Service Desk shall be responsible for ensuring all support requests concerning Network performance are managed in an expeditious manner with an acceptable balance of risk, resource and service effectiveness, and minimal disruption to the customer. This role is outlined in the **Network Incident Reporting Guidelines**.

### **5.7. Network Operations Center (NOC):**

5.7.1. The OIRM NSO NOC shall monitor the County Enterprise Network operations for optimal Network performance. This performance level is outlined in the **Network Service and Performance Policy** and the **Network Service and Performance Standard**.

5.7.2. In order to ensure King County's Enterprise Network meets reliability requirements, the OIRM NSO NOC shall support and troubleshoot outages or other performance issues with the County Enterprise Network and corresponding Network Infrastructure Equipment. This may lead to changes and/or fault repairs to the Network Infrastructure Equipment. This role is detailed in the **Network Administration Standard**.

## **6. EXCEPTIONS:**

6.1. Any agency needing an exception to this policy must follow the **Information Technology Policy and Standards Exception Request Process** using the **Policy and Standards Exception Request form**. This form can be found on the Office of Information Resource Management policies and procedures Web page at <http://kcweb.metrokc.gov/oirm/policies.aspx>.

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### 7. RESPONSIBILITIES:

- 7.1. The Chief Information Officer (CIO) is the approval authority for the **Network Administration Policy**.
- 7.2. OIRM Network, Systems, and Operations is the steward of the network infrastructure and is responsible for providing all transport services across the KC WAN. As such, OIRM will become the owners of the network policies, standards, and guidelines.
- 7.3. OIRM is responsible for the operations and maintenance of all Network Infrastructure Equipment connected to the King County Enterprise Network. OIRM is not responsible for Network Infrastructure Equipment that operates solely with a department **and** that OIRM has previously determined neither connects to, nor affects operation of the County Enterprise Network.
- 7.4. OIRM is responsible for protecting the integrity of the County Enterprise Network. To meet this responsibility OIRM shall ensure compliance with the terms detailed in the **Network Administration Policy**.
- 7.5. OIRM is responsible for the security of the County Enterprise Network. Policies, standards, guidelines, and associated oversight relating to Network security are established and maintained by the Chief Information Security and Privacy Officer (CISPO). This role is outlined in the **Network Administration Standard**.
- 7.6. King County departments/agencies are responsible for informing their employees of this policy.