POLICY TITLE: **Internet Bandwidth Management Policy**

POLICY PURPOSE:
To ensure that the University's Internet connection continues to effectively meet instructional needs, serve the University's academic mission and also meet the needs of the campus community.

APPLIES TO:
- All members of the Truman State University community
- Anyone granted access to Truman State University data, systems or networks

CONTENTS: Bandwidth Tiers
Bandwidth Allocation Requests and Special Circumstances

POLICY STATEMENT:
Truman's Information Technology Services office has the responsibility of ensuring that the University's Internet connection is properly managed and bandwidth resources are available for use when needed. Without any policies or prioritizations in place bandwidth hungry applications and users would rapidly deplete available capacity. When capacity is depleted users will experience difficulty in accessing academic content and off campus users can no longer access on campus resources.

To ensure that Internet bandwidth is available for all institutional needs ITS has installed a bandwidth management system. This bandwidth management system controls the Internet bandwidth to and from the University campus. It can throttle back spurious non-academic traffic and prioritize academic traffic to ensure it receives a high quality of service.

Bandwidth Tiers
The bandwidth management system assigns the highest priority to mission critical traffic. This first and highest tier includes (but is not limited to) the traffic critical to maintain the University's Internet presence. This includes traffic to and from TruView, Blackboard and the University maintained web and email servers. Mission critical traffic also includes traffic to and from off campus Library databases and systems, hosted resources critical to campus units, and the core networking protocols essential to maintaining a quality connection.

The second tier of bandwidth includes academic classified traffic. This includes academic web browsing, messaging, and collaboration traffic, and is primarily based on the access location (with academic buildings and classrooms receiving priority).

The third tier of traffic includes non-academic traffic and video streaming. This includes non-academic web browsing, non-academic video and audio messaging and collaboration, video streaming and gaming traffic.

The fourth tier of traffic includes large file transfers and system updates. This includes large downloads through distribution networks, large web downloads and updates to operating systems and applications.

The fifth and final tier of traffic includes Peer-to-peer file sharing. In accordance with applicable state and federal regulations Peer-to-peer file sharing is limited to a percentage of a user's available bandwidth and collectively to a percentage of the University's overall bandwidth.

<u>Bandwidth Allocation Requests and Special Circumstances</u>
Individuals with requests for bandwidth allocation based on special circumstances or for special events should submit a Helpdesk ticket including all relevant details. The Technical Director of ITS or their designate will review and respond to these requests.

The Information Technology Services office reserves the right to make changes to the bandwidth allocations as defined in this policy. Changes may be necessary as technology changes and new systems are added. Any significant change will be added to this policy during its annual review.

EXCLUSIONS OR SPECIAL CIRCUMSTANCES:
Any exceptions to this policy must be approved in writing by ITS (see contact information below).

CONSEQUENCES:
By failing to abide by this policy or policy procedures, individuals may be subject to sanctions, up to and including the loss of computer or network privileges, disciplinary action, suspension, termination of employment, dismissal from the University, and legal action. Some violations may constitute criminal offenses under local, state, and federal laws. The University will carry out its responsibility to report such violations to the appropriate authorities.

CONTACTS:
Responsible Executive: Provost and Vice President for Academic Affairs
Responsible Office: Information Technology Services
Contact: Chief Information Officer
    111 McClain
    660-785-4163

APPROVED BY: Truman State University President / Board of Governors

APPROVED ON: July 11, 2012

EFFECTIVE ON: July 11, 2012

REVIEW/CHANGE HISTORY:

REVIEW CYCLE: Annual or As Needed

DEFINITIONS:

ITS – Information Technology Services

Bandwidth — The flow of data, measured in volume of data over time. Bandwidth can be similar to a shared water supply. As more end points are accessing the resource concurrently the flow of data or water to each end point diminishes.

Traffic — Traffic is defined as the data generated by a system or application on a network.

c. **Bandwidth Management Device** — A system capable of shaping network traffic. Shaping occurs when the device gives priority to a higher tier of traffic while slowing down, buffering or queuing a lower tier of traffic.

Peer-to-peer File Sharing — Peer-to-peer file sharing is technology that enables its users to share data or media to other users.

RELATED DOCUMENTS:

KEYWORDS: