Information Technology (IT) Services in UB Owned Space

Date Established: 5/2/2014
Date Last Revised: 10/27/2025
Category: Information Technology
Responsible Office: Chief Information Office
Responsible Executive: Chief Information Officer

Summary

This policy describes the internet connectivity, telephone, network device attachment, and workstation support services provided within University at Buffalo owned, controlled, or managed spaces.

Policy Statement

The University at Buffalo (UB, university) is committed to providing the campus with reliable Information Technology (IT) services including internet, telephone, network device attachment, and workstation support.

UB Departments

Workstation Support

Faculty and staff who have an appointment within a UB department and are located in UB spaces will have their UB owned or UB provided workstation support provided by their departmental UB IT Support.

Telephone Service

UB IT Support will provide Voice over Internet Protocol (VoIP) telephone services to participating UB departments. Departments are responsible for any costs associated with the purchase and installation of new telephony equipment if the costs are not included in a move, rehab, or project budget. UB reserves the right to collect additional funding from participating departments to maintain phone service.

Campus Network

Faculty and staff located within UB spaces are eligible to receive campus network (internet) services. UB departments are responsible for the cost of cabling and data switch equipment required to provide connectivity from the nearest telecommunications room to the designated outlet location.

Conference Rooms and Event Spaces

UB Information Technology (UBIT) supports numerous administrative conference rooms and event spaces across campus. Some may be reserved through the UB Space Request System, while others are reserved through individual departments. Individuals must use the technology and equipment in a responsible and professional manner, and report problems or malfunctions to UBIT.

UB Licensees

Workstation Support

Licensees must provide their own workstation support, or contract with an outside vendor. Licensees must identify a principle IT contact.

Telephone Service

UB does not provide telephone service to Licensees. Licensees must procure telephone services from a third-party telephony provider subject to the review and approval of UBIT. The contracted service obtained will be between the Licensee and service provider and will not involve the university in any capacity except as may be expressly authorized by UBIT.

Licensee must facilitate connectivity to the Public Switched Telephone Network (PSTN) via a third-party VoIP provider over their contracted internet services (see below). Separate wired lines or circuits in the leased spaces require prior approval from the VPCIO.

Campus Network

All inter-room network installations must comply with university networking standards and will be administered and maintained by UBIT. The university does not provide network service (wired or wireless) to Licensees.

Licensee must contract directly with a university approved telecommunications company for internet services. Under this arrangement, the Licensee is responsible for obtaining service, including all associated installation and ongoing maintenance fees. Licensee is responsible for coordinating the installation and maintenance of any information technology related functions, including both wired and wireless network connectivity, within their licensed space. The service obtained will be contracted between the Licensee and the service provider, subject to university's approval, and will involve university network team as required, in university's sole discretion, for coordination.

Conference Rooms and Event Spaces

Licensees will be liable for any damage to UB-owned conference rooms, event spaces, or IT equipment which they are using.

Background

UB provides internet, telephone, network device attachment, and workstation support services to UB faculty, staff, and departments within UB owned, controlled, and managed spaces. This policy establishes the services provided by UBIT, and who is eligible to receive those services.

Applicability

This policy is applicable to all individuals employed by UB, and all licensees conducting business within UB owned spaces.

Definitions

Licensees: Non-UB organizations, including any entity other than a UB department that occupies space in a UB owned or managed facility, whether under the terms of a License Agreement, [Revocable Permit](#), ground lease, or similar instrument.

Network: A group of two or more computers or other electronic devices that are interconnected for the purpose of exchanging data and sharing resources.

UB Department: An official operating unit at the University at Buffalo, directly supported through UB funding sources. UB departments are recognized in the entity/hierarchy system of record.

UB IT Support: Any of the UBIT units that provide information technology services to UB departments and employees. UB IT Support units comprise the divisions of Computing and Information Technology and all the distributed IT Support organizations located throughout schools, departments, and divisions.

UB Space: Buildings, structures, and their surrounding area that are either owned, controlled, or managed by the University at Buffalo.

Workstation: A university owned or provided computing device such as a desktop, laptop or notebook computer typically assigned to a particular individual, role, or location.

Responsibility

UB Departments

- Request IT services according to procedures outlined within [UB Information Technology](#) webpage.
- Fund fee for service when appropriate.

UB Employees

- Ensure personal devices connected to the campus network conform to UB's *[Network Connection Policy](#)*.
- Adhere to UB's *[Computing, Network and Telecommunications Usage Policy](#)* for appropriate use of information technology resources and services

UB Licensee

- Provide or procure workstation support as required.
- Procure telephone service from a third-party Voice over IP (VoIP) provider.
- Procure a network from UB's preapproved telecommunications company.
- Identify a principal IT contact to maintain communications with UBIT.

UB Licensee Principal Contact

- Maintain communication with UBIT and ensure that all devices utilized by the Licensee satisfy UB security requirements.

Information Technology Customer Service (ITCS)

- Coordinate workstation support within various campus locations with distributed IT support organizations.
- Handle customer requests (e.g., new services, modifications)
- Provide IT services within UB Spaces according to service level statements.

Vice President and Chief Information Officer (VPCIO)

- Establish and maintain this policy.
- Project leadership with integrating outside vendors with extant university IT infrastructure.

Contact Information

Contact	Phone	Email
Vice President and Chief Information Officer	716-645-7979	cio@buffalo.edu
Information Security Office	716-645-6997	sec-office@buffalo.edu

Related Information

University Links

Computing, Network and Telecommunications Usage Policy
Revocable Permits
UB Information Technology
UB Information Technology – Cost of IT Services
UB Network Connection Policy
UB Space Request System (log in required)
Technology Guidance for Remote Computing and Telecommuting

Related Links
State University of New York Privacy Policy

History

October 2025

Full review. Update the policy to:

- Revise the Policy statement
- Remove and revise the following references:
  - Workstation Support - Non-UB Employee or Non-UB Departments; replace with Licensee
  - Telephone Service - Non-Participating UB Department, Non-UB Departments; replace with Licensee
  - Campus Network - Non-UB Personnel, Non-UB Departments; replace with Licensee
  - Campus Network-Connected Devices – Non-UB Departments
- Add Conference Rooms and Event Spaces for UB Departments and UB Licensees
- Add Background and Applicability sections
- Add a definition for Network
- Remove the definition for Network Connected Devices, Non-Participating UB Department, Non-UB Department, Non-UB Employee, Participating Department, Principle IT Contact, UB Employee
- Add responsibilities for a UB Licensee, UB Princial Contact, and IT Customer Service