## Cable TV Policy

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I. POLICY STATEMENT
   A. The Cable TV (Television) policy, within Information Technology Services (ITS), provides connectivity and administration of the cable TV services with various cable TV providers and the university. A Cable TV service connection for USF faculty or staff provides cable TV service to a single address or building on the campus. Only ITS staff or their contractors can install the Service Connection.
   B. Within the building which constitutes the individual address, one or more TV sets may be connected to the Service Connection by the customer in the same room, providing that the number of TV sets connected to the Service Connection does not degrade the quality of the TV service for other customers. In the event that the customer degrades the quality of the service connection for themselves or for adjacent customers, ITS will repair the problem on a time-and-materials basis.
   C. Contracted head-end equipment installed on university premise may only support a limited model of commercial TV sets. If your personally-owned TV does not work with the existing head-end equipment, you can purchase a cable box for interoperability.

II. REASON FOR POLICY
   A. The purpose of this policy is to preserve quality of services while providing convenient entertainment to its faculty, staff and students. Unauthorized modifications to the cable TV network may lead to a change in service, quality and availability for everyone.

III. SCOPE
   A. The scope of this policy applies to all university cable services. There is no provision for personal cable TV service since such activity would severely impact all customers.

IV. AUDIENCE
   A. All parties are subject to the policy and standards set forth.
      1. All Employees, Faculty and Staff
      2. Residential students and guests living in university housing
V. POLICY TEXT

A. Standards

1. Those responsible for service, performance and modification to this policy must adhere to standards:
   a. Document existing and any modifications to the cable TV network
   b. Resolve & mitigate auditable events
      i. High risk events in 5 days
      ii. Medium risk events in 10 days
      iii. Low risk events in 30 days
   c. Adhere to university cabling standards

B. Auditable Events

1. For audit staff, the events and documentation below are needed to inspect the cable TV network.
   a. Identify all coax run between buildings
   b. Identify speed (type)
   c. Identify Cable labeling standards
   d. Determine team to troubleshoot and resolve Cable TV problems

VI. PROCEDURES

A. Below is a list of common set of procedures to increase the quality and services.

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<th>Action:</th>
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<td>Transmission (snow) problems</td>
<td>Contact ITS and create a trouble ticket for a technician to initiate resolving the problem</td>
</tr>
<tr>
<td>Add a new connection</td>
<td>Contact ITS and create a trouble ticket for a technician to initiate adding a new drop</td>
</tr>
<tr>
<td>Sound does not come out of my TV</td>
<td>Check TV set list that operates with head-end equipment</td>
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</table>

VII.RELATED INFORMATION

A. (None)

VIII. DEFINITIONS

A. Cable TV Service

1. Contracted service from a cable TV provider to furnish quality entertainment, premium channels and news services.
B. Cable TV Connection
   1. BNC connector located on TVs and those terminated at the wall.
C. Cable TV Network
   1. A series of cables interconnected to service provider head-end equipment
      located on the university.

IX. FREQUENTLY ASKED QUESTIONS
A. (None)

X. REVISION HISTORY
A. 12-09-2013 – First publication
B. 03-01-2015 – Minor edits

XI. COMPLIANCE
A. Failure to follow this policy can result in disciplinary action in accordance with
   Human Resources Employment Handbook and Office of General Counsel employee and
   labor relations. Disciplinary action for not following this policy may include termination,
   as provided in the applicable handbook or employment guide.

XII. POLICY EXCEPTION PROCESS
A. A proposed exception request to ITS Policy requires a formal e-mail explanation
   related and in support of job function.
B. A proposed exception request to ITS Policy, mentioned in 'XII.A', must be
   approved via email by respective department or division supervisor, Dean, or VP, before
   submitted to ITS for review.
C. Forward approved email as stated in 'XII.B' to itshelp@usfca.edu for processing.
D. Evaluation of ITS Policy Exception will escalate internally, and as applicable may
   include further review by: UITC subcommittee(s), the Information Security Officer, and
   others as appropriate at the request of the VP of ITS.

XIII. APPENDICIES
A. (None)