Campus Network Upgrade - Update

As of Friday, November 21, 2014, approximately 90% of buildings and facilities and 86% of the 7300 network ports included in the upgrade are complete. The remainder are currently scheduled to be completed by December 2.

- Technology Services continues to work with stakeholders to adjust the upgrade schedule as necessary to accommodate critical activities. Some upgrades have been rescheduled and others, where longer outages are necessary, have been scheduled after hours.
- In each building, the wireless network is upgraded first so that wireless is available as the wired network is upgraded. Outages during the business day generally range from 15 minutes to two hours.
- Non-state buildings are not included in the Chancellor Office-funded upgrade and that upgrades for these will be scheduled later.
- Please contact the Help Desk at 278.5000 if you experience service issues after your building upgrade.
- For questions, concerns, or to alert Technology Services of critical activity dates, please contact Jim Michael, 278.7001/ jimm@csufresno.edu, Mike Garvey, 559.905.9556/ mikeg@csufresno.edu or your respective IT Liaison.

Information on the project, including the most current schedule and copies of the email messages we have sent to campus users, is available at http://www.fresnostate.edu/technology/projects/

REMINDER:
Instructions for placing EMERGENCY 911 calls and for reporting non-emergency issues during the network upgrade if phone service is interrupted:
To report an emergency, dial 911 from a cellular device. Your 911 call will be answered by the California Highway Patrol (CHP) dispatch center and transferred to the Fresno State Police Department once the type and location of the emergency has been identified.

BE PREPARED TO GIVE THE CHP DISPATCH CENTER THE FOLLOWING INFORMATION:

1. The type of emergency
2. The exact location (Fresno State building, office, etc.) of the emergency
3. Your contact information

For non-emergency calls during phone service interruptions, contact the Fresno State Police Department at 559.278.8400 on a cellular device.

Departments are highly encouraged to provide a copy of the instructions for placing EMERGENCY 911 calls and for reporting non-emergency issues during the network upgrade to each employee.

Thank you for your cooperation.

For questions or concerns, contact the Fresno State Police Department at 559.278.8400.