# Attachment: TD Overview Template

The **TD Overview Template** provides clients with a brief description of TD’s mission, service offerings and recent accomplishments. It is provided as an attachment to the Project Proposal.

**About the Telecommunications Division**

The **Telecommunications Division (TD)** is responsible for the design, implementation, operation, maintenance and evolution of central voice, video, security and data networks. These high performing networks are critical utilities and are fundamental to the success of teaching, research and outreach. Our goal is to provide seamless and pervasive telecommunications for the university community. TD is a division of the Office of Information Technology (OIT), and is comprised of the following three teams:

The **Network Installation and Voice Services** group provides design, installation and repair services for voice, video and data cabling systems, and provides equipment/server room design and installation services as well as construction management for renovation and new buildings construction.

The **Outside Plant and Documentation (OSP&D)** group provides planning, design, installation and maintenance services for the outside plant distribution system. OSP&D also develops and maintains the documentation required to manage the communications-cabling infrastructure. There is a significant amount of Outside Plant at the University.

The **Network Operations, Architecture and Security Group** oversees the day-to-day operation of the data and video infrastructure for the university, develops the overall architecture of the data network, maintains an overall security posture for the University and manages the Internet/Internet 2 connections for the University.

**Achievements:**

TD has a very successful track record of providing high quality, state-of-the-industry solutions. Please see [http://www.td.rutgers.edu](http://www.td.rutgers.edu/) for more information about the Division and its operations, design services, implementations and services.

Telecommunications Division Hill Center

Rutgers, The State University of New Jersey 110 Frelinghuysen Road

Piscataway, NJ 08854

[www.td.rutgers.edu](http://www.td.rutgers.edu/) 848-445-7541

Fax: 732-445-2968

# Telecommunications Service and Billing Information

The Telecommunications Division (TD) maintains and supports the majority of network access devices on the Rutgers (RUNet) and RBHS networks.

TD provides the following value added services for equipment purchased through its office: Inventory and stockroom management

* Remote device monitoring services
* Configuration management and backup
* On-site hardware replacement services for faulty equipment
* OS Software updates, maintenance releases, bug fixes, and minor and major releases

For specific details, see:

***Service/Support:***

<http://www.td.rutgers.edu/docs/data/network-devices-support-maintenance/>

***RUWireless Billing:***

<http://www.td.rutgers.edu/docs/ruwireless-information/ruwireless-billing/>

***Voice Billing:***

[http://www.td.rutgers.edu/projects/voip/voip-overview/voip-technical-solution/voip-voice-](http://www.td.rutgers.edu/projects/voip/voip-overview/voip-technical-solution/voip-voice-billing/) [billing/](http://www.td.rutgers.edu/projects/voip/voip-overview/voip-technical-solution/voip-voice-billing/)