

National Yang Ming Chiao Tung University Campus Wireless

Network Service Management Guidelines

Approved at the Information Technology Service Center Supervisory Meeting of National Yang Ming Chiao Tung University, held on January 7, 2022.

1. Purpose

In response to the popularization of wireless network devices and the demand for diversified online teaching, National Yang Ming Chiao Tung University (hereinafter referred to as “the University”) has established this guideline to promote the institutionalization of campus wireless network service management, to assist all teachers and students in conducting teaching and academic-related research using network mobility services, and to achieve the effective use of resources.

2. Principles of wireless network establishment

- (1) To avoid the mutual interference of wireless network signals that affects the quality of use, the University uses a wireless central controller to manage the campus wireless network service. If any equipment affecting the operation of the service is identified, the University may take improvement measures to ensure the usage quality of the campus wireless network.
- (2) The University only installs and maintains the campus wireless network in some public areas, including the large international conference halls, student dining halls, campus outdoor public hotspots, and classroom areas.
- (3) Hotspot areas and public spaces of each unit may apply for wireless network services to be established if the following conditions are met:

	Unit	Use of space	Remarks
1.	Teaching unit	Meeting room (open to the public)	Must have more than 20 seats
2.	Teaching unit	Common research room/reading room of the department	Must have more than 30 seats
3.	Teaching unit	Hotspot (indoor public rest space)	Must have more than 30 seats
4.	Administrative unit	Used for service purposes	The peak number of users must be 20 users per day
5.	Administrative unit	Meeting room	Must have more than 20 seats
6.	Student dormitory	Study room	Must have more than 30 seats
7.	Student dormitory	Hotspot (indoor public rest space)	Must have more than 30 seats

If the requesting unit does not meet the scope described in the list when applying for the campus wireless network service, the University shall provide a wireless access point license and technical assistance, and the remaining installation and maintenance costs (such as the wireless access point, PoE switch, and wiring installation) shall be paid by the requesting unit.

(Note: The wireless access point model purchased by the requesting unit must be compatible with the University's wireless network controller).

- (4) The Information Center shall mark relevant areas with the logo “National Yang Ming Chiao Tung University Wireless Network Service Area” to indicate that the Information Center is responsible for maintaining the quality of the service.



- (5) The University has the right to dynamically change the campus wireless network service area according to the demand for the wireless network service.

3. Application and management principles of wireless access point authorization

- (1) Eligibility: Units not included in the scope of services described in Provision 2 of this guideline that intend to be included in campus wireless network control for the purpose of teaching and research.
- (2) Application process: The requesting unit must complete the “Information Service Application Form” according to the actual scope of use, including information on space location, usage, and purpose, and submit the application to the Information Technology Service Center after the department/college supervisor has approved the application.
- (3) Management principle: If the authorized wireless access point is not used within 6 months after verification by the monitoring system, the authorization for the wireless access point shall be withdrawn, and a new application must be submitted when the need arises.
- (4) The requesting unit can purchase a wireless access point license that conforms to the University's wireless network controller and request the University assist in its maintenance and management.

4. Wireless network service targets and usage instructions

The University offers the following four authentication methods (for details, please refer to the instruction on the Information Technology Services Center website):

- (1) NYCU: Students, faculty members, and staff can use their personnel ID or student number for **personal authentication** for the campus wireless network

service. Users are required to keep their account IDs and passwords secure to avoid unauthorized use by others.

- (2) NYCU-Seminar: To apply for a **shared account** for the campus wireless network service for academic seminars and activities, host or co-host organizers must complete the “Information Service Application Form” and submit the application with the approval of the department/college supervisor.
- (3) NYCU-Guest: **Temporary accounts** are available for off-campus visitors, with access granted through SMS. For information security and convenience reasons, the University only provides web browsing service for visitors.
- (4) eduroam: Staff, students, and alumni of the University can use their personnel ID or student number for authentication. Because the interuniversity roaming service has an access service for the connection unit of the roaming centers of other universities, for information security reasons, only **web browsing service** is provided.

5. Wireless network maintenance and abnormal usage response guidelines

- (1) If a user experiences usage problems within the wireless network service scope, as detailed in Provision 2 of these Guidelines, the user can report the problem to the University’s Information Center, and the Information Center shall provide subsequent assistance to resolve the problem.
- (2) If a wireless network service area is to be established in any university building, the following requirements must be met:
 1. The SSID setting must be different from the campus wireless network SSID (e.g., NYCU, NYCU-Seminar, NYCU-Guest, and eduroam).
 2. If the private wireless access point has affected the use quality of the campus wireless access point in the building, the University or the unit’s network administrator has the right to request the relevant user to make improvements or to remove the private wireless access point entirely.
 3. If the private wireless access point is involved in an information security incident, the user must adhere to the University’s processing and investigation process. If the situation cannot be resolved, the University also has the right to request the relevant user to remove the private wireless access point.
- (3) If abnormal usage occurs in the environment of a private wireless access point, the user must contact the network administrator of the unit first to solve the problem by themselves. If the network administrator of the unit cannot solve the problem, the unit can report to the Information Center of the University for assistance.

6. Use of the campus wireless network must comply with “National Yang Ming Chiao Tung University Campus Network Use Regulations.”

7. These guidelines shall be implemented after they have been approved at the Information Technology Service Center Supervisory Meeting and sent to the President for approval, and the same shall apply for any subsequent amendment.