



City Wide Fiber-Optic Management Policy

Issue Date: January 3, 2011

Revision Date:

1. Policy Purpose

This policy details the City Wide fiber management process for fiber managed by the Department of Technology (DT) for the City and County of San Francisco (CCSF). DT's objective is to provide a highly-reliable, resilient backbone technology initiatives—improving performance and capacity through fiber “backhaul.”

- Support network and communications systems—both saving the City the cost of leasing circuits from telephone companies, and simultaneously providing a higher-quality, higher capacity, more reliable, more secure transport for key City users such as law enforcement, fire, emergency management, and public health.
- Enhance public access to free wireless.

2. Policy Scope

This policy covers all DT managed fiber connectivity for all agencies within the auspices of CCSF. All DT managed fiber locations, or requests thereof, will adhere to the policy set forth, and exception requests will be made in writing to the Director of DT.

Each department connects to the City's network. Each department can connect with other departments by way of the data center's existing networking equipment and security policies. Each department is considered a trusted network if FiberWAN controls their security policies. For departments who control their own security policies, their networks are treated as semi-trusted.

3. Policy Description

The following items provide detailed requirements of this policy:

- DT will maintain all fiber networks for CCSF-data and voice unless otherwise specified by MOU services.
- Requests for DT fiber services must be made through the DT Customer Service Desk
- The dark fiber shall terminate, and DT shall hand off dark fiber to the requesting agency at the distribution panel at each location in a suitable manner agreed upon by both parties



- The requesting agency will perform and bear all costs associated with the connection of their agency equipment, to the dark fibers
- DT shall promptly notify the agency upon becoming aware of any damage to the system or to the dark fibers. DT shall respond to any notifications or trouble reports by the agency of any dark fiber impacting issues
- DT will perform all troubleshooting steps to verify the availability of full fiber connectivity and functionality
- DT may relocate its dark fiber facilities if needed. Relocation will be scheduled upon agreement and negotiation to all affected agencies.
- DT shall perform all required routine maintenance of dark fiber. Routine maintenance consists of proactive efforts taken by DT to ensure the ongoing performance, reliability, and availability of the system. Including:
 - ✓ Vault inspection – vaults should be visibly inspected for water retention and fiber condition
 - ✓ Dark fiber testing – should be tested on a regular basis among the various fiber termination locations
 - ✓ Structure repairs and relocations – conduits must be repaired or relocated as required by street projects for City utilities working within the City
- Departments will be charged based on a combination of strands of fiber, network usage, and IP addresses.

4. Revision History

Effective Date	Employee Name	Description
TBD	Gina C. Tomlinson	Chief Technology Officer, DT