

FSILG IT NETWORK ESCALATION PROCEDURE

The AILG and MIT expect that all MIT FSILG alumni-operated houses will comply with the requirements of the [Network Management Program \(NMP\) Agreement](#) which each of the FSILG Alumni Corporations have signed. The basic expectation is that FSILGs will keep the network closets clean, respond reasonably to all inspection requests, and to report network problems to the MIT IS&T department via the IS&T Service Desk at <https://ist.mit.edu/help> or servicedesk@mit.edu or 617-253-1101. Many people from our FSILGs, the IS&T department, DSL, and the AILG have worked very hard for several years to bring excellent networking to the FSILGs, so let's keep it that way.

Escalation procedures will only be used to address situations arising from neglect or failure to comply. Inattention can leave an FSILG with no or impaired network access, thus depriving students of a key educational resource.

Escalation Procedure

The escalation process is fairly mechanical: problems are addressed, resolved, or escalated. The basic algorithm is that, as long as a problem or issue persists, there will be an increase in the number of individuals who are advised of the situation.

1. **OUTREACH:** The first escalation action will be taken by a member of the AILG IT Committee to reach out to the FSILG's undergraduate and alumni leadership to request their assistance. Please note the AILG IT Committee membership consists of members from the FSILG Cooperative, the MIT IS&T department, as well alumni/ae from FSILG House Corporations.
2. **NOTIFICATION:** If the problem persists, a formal e-mail will be sent to the undergraduate and alumni leadership, copying the FSILG Office, the AILG Board, and the full AILG IT Committee. (See attached draft template).
3. **PENALTY:** If there is no timely resolution after the above step, the Chair of the AILG IT Committee will contact the FSILG Office with a requested penalty and/or a monetary request if damage to equipment is the result of negligence.

Adopted by AILG Board – March 5, 2020