EPIC Enterprise Infrastructure Compendium

Jason Proctor, PE
Engineering Projects Manager

Alvin Gilmore, TECH, RTPM
Construction Manager

NC STATE UNIVERSITY
Communications Technologies

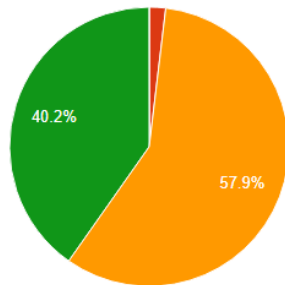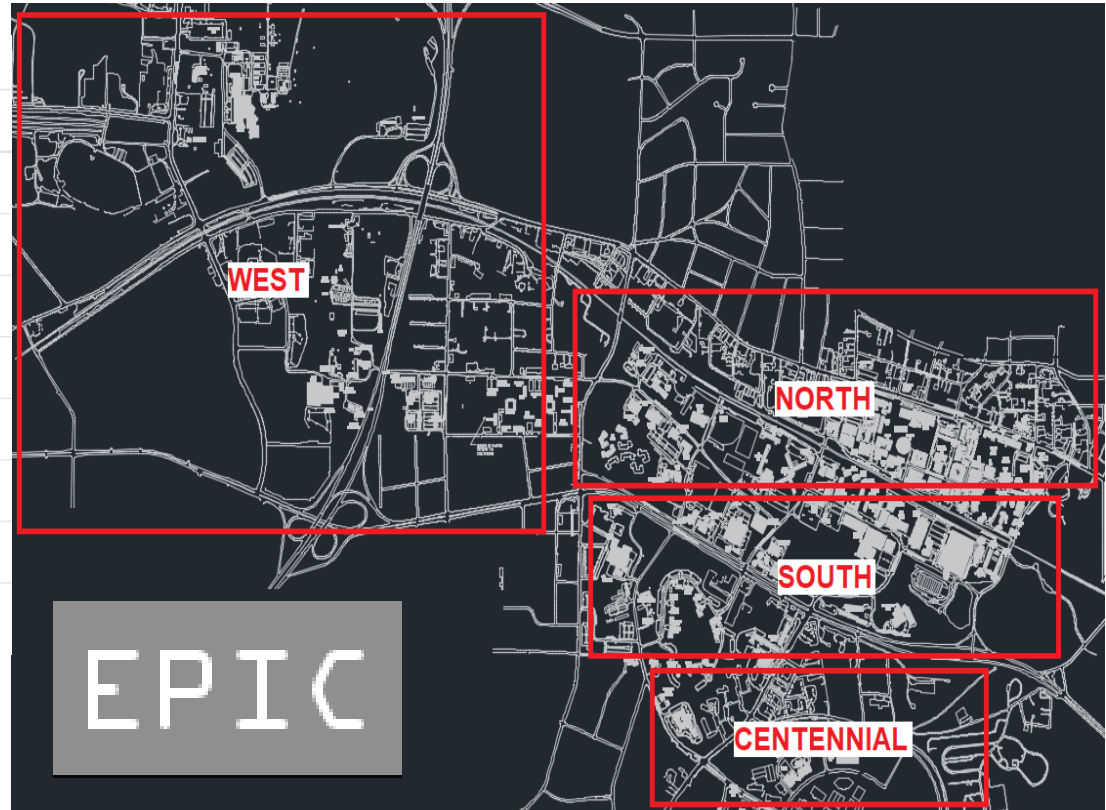2020 BICSI FALL Conference & Exhibition   BICSI

EPIC What is it?

- **Primary Repository for IT Infrastructure Data**

- **Consolidates data from multiple sources**

- **In-house custom database**

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Before

- Unregulated LAN Admin's
- Random patching
- Random port activations
- Undocumented cabling standards
- Always dispatching Technicians
- Life cycle planning difficult

After

- Consolidated LAN changes
- Controlled & documented patches
- Active ports controlled & known
- Complete cabling catalogue by building
- Fewer dispatches
- Better customer support
- Shorter time to resolve tickets
- Improved life cycle planning

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Data Collection Process

- Formal Change Management Established
- Closets Re-keyed
- Mixture of Student and Temp Labor
- Database development
- Manual Tracing
- Froze Changes one building at a time
- Almost 2 years to complete

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Change Management:

- **Paper forms - Contractors & Technicians**

- **Online forms - Network Operations**

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NC STATE UNIVERSITY
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Infrastructure Records Change Form

******INTERNAL USE ONLY****** DWG REV #_____
Drawing Notes:

Records completed by:_____On_____DWG by_____On_____Internal Work Order#_____

Building Name/Number:_____ **Date**_____

Field Technician Name:_____**Technician work order #:**_____
Technician Notes:

CAT 6A	CAT 6	CAT 5 STANDARD	CAT 5 DORM	CAT 5 QUAD
R W / V2 B	V1 D2 / V2 D1	• D1 / • V2	• UR / LL V2	O1 O2 / O3 O4

OUTLET	ROOM	JACK	ADD/ REMOVE PATCH	ADD/ REMOVE OUTLET	SSI CEILING WALL FLOOR	WAS WIRING REMOVED TO BLOCK , YES/NO	SWITCH NAME & IP	PORT
Example 217-45	Example 125	Example RED	Example REMOVE	Example ADD	Example SSI	Example YES	Example cac-217-3560p-1 10.253.24.1	5

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Infrastructure Records Change Form

******INTERNAL USE ONLY******   DWG REV #_____
Drawing Notes:

Records completed by:_____On_____DWG by_____On_____Internal Work Order#_____

Building Name/Number: __782A__   Date __7 - 17 -20__

Field Technician Name: __MOON__   Technician work order #: __14552__
Technician Notes:

CAT 6A	CAT 6	CAT 5 STANDARD	CAT 5 DORM	CAT 5 QUAD
R W	V1 D2	· D1	· UR	Q1 Q2
V2 B	V2 D1	· V2	DL V2	Q3 Q4

OUTLET	ROOM	JACK	ADD/ REMOVE PATCH	ADD/ REMOVE OUTLET	SSI CEILING WALL FLOOR	WAS WIRING REMOVED TO BLOCK . YES/NO	SWITCH NAME & IP	PORT
Example 217-45	Example 125	Example RED	Example REMOVE	Example ADD	Example SSI	Example YES	Example cac-217-3560p-1 10.253.24.1	5
2095-250	2088G	V1	Add	Add	AP		eot- 2095-3630spoh-1 10.252.2.3A	35

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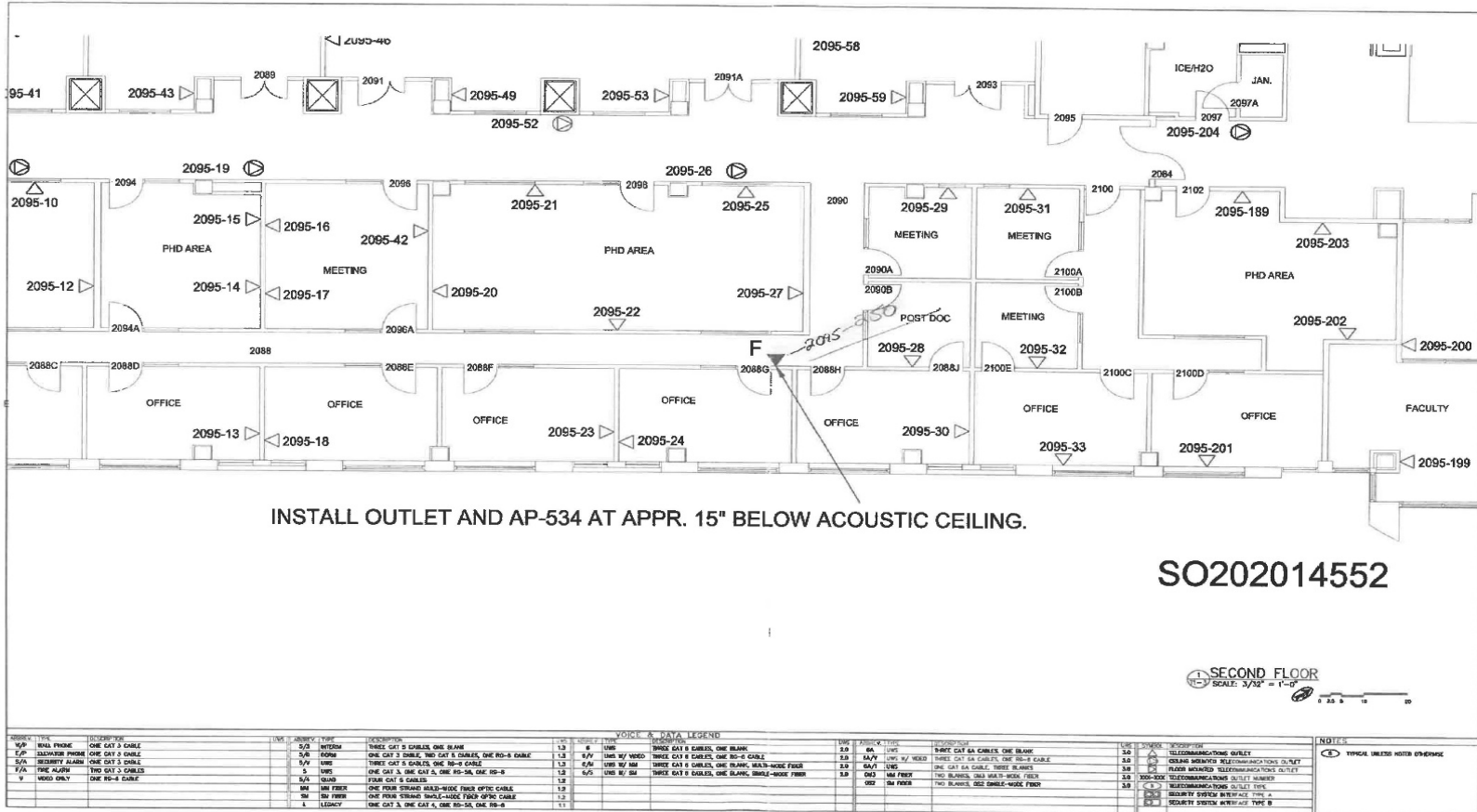**Infrastructure Records AP Change Form**

Building Name/Number: _782 A_   Date: _7-17-20_

Field Technician Name: _MOON_   Technician work order #: _14552_

Technician Notes: _Added one 534 AP_

Room	AP Name	Add/Remove	Outlet	Jack	Serial # Mac Address	Switch / IP	Port
2088G	eb1-2088G-534-1	Add	2095-250	V1	S/N : CNHSK9V0NS MAC : 004E35C4CBAC BLE MAC: 204C0344662B REMOVE THIS ENTIRE LABEL USE AS NEEDED.	eb1-2095-3680p1-1 10.252.2.37	35

******Please submit this form and floor plans with AP locations******

INSTALL OUTLET AND AP-534 AT APPR. 15" BELOW ACOUSTIC CEILING.

SO202014552

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Infrastructure Records UPS Change Form

Building: _____782E_____

Date: __7/2020_____

Technician Name __Tech_____

Records completed by_____On_____

Rack	Rack Unit	Name of UPS	Model # of UPS	Install/ Remove/ Replace UPS	Install Chassis Date	Battery Replacement Date	Connected To switch/ IP	Port
782E-1143-1	4	fwh-1143-UPS1	SU2200I	Install	7-8-20		fwh-1143-9300-(sw)	23
782E-1143-1	5	fwh-1143-UPS-	SU 2200	Install	7-8-20		fwh-1143-9300-(sw)	24

Rack layout is on reverse side please fill out where appropriate*

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Infrastructure Records Change
Form

Building: _782E_

Date: _7/2020_

Technician Name: _Tech_

Rack Number: _782E-1143-1_

Rack Unit: _4+6_

Notes: _UPS-1 + UPS-2_

_____

_____

_____

_____

Internal Use: Records completed by_____
Date_____

Entrance/Riser/Horizontal Fiber Change Form

Technician: _____ **Date:** _____ **Notes:** _____

	Cable #	Indoor / Outdoor	SM / OM3 / MM-62.5	# Strands	Ent. / Riser / Horiz.
Ex.	OF-CMDF/TEX-1	Outdoor	SM	36	Ent.
1					
2					
3					

	From Building	Room #	MDF / BDF / IDF / X-con	Connector Type	Strand	Panel #	Housing #	Rack#
Ex.	Partners 1	1450	MDF	FCU	F1-F36	P1-P6	H-81-C	81
1								
2								
3								

	To Building	Room #	MDF / BDF / IDF / X-con / Outlet	Connector Type	Strand	Panel #	Housing #	Rack#
Ex.	Textiles	G113B	BDF	FCU	F1-F36	P1-P6	H-1-A	700-G113B-1
1								
2								
3								

Page _____ of _____

NC STATE UNIVERSITY (INTERNAL USE:Records completed by:_____On_____)

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Infrastructure Records Switch Change Form

Building Name/Number:_____ Date:_____

Field Technician Name:_____Technician work order #:_____

Technician Notes:

SWITCH NAME & IP	ADD/REMOVE SWITCH	RACK NUMBER	RACK UNIT
EXAMPLE abc-123-3650-1 10.253.25.1	Remove	012-123-1	12

Rack layout is on reverse side please fill out where appropriate*

EPIC

Available

- Building search
- Floor plans
- Outlet search
- Patching data
- Switch data
- Closets
- Racks
- Metrics
- Sandbox Tools

Future

- OSP Fiber
- Ductbank
- Life Safety

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Demo

- **User Interface**
- **Metrics**
- **Fiber Inventory Data**

Contact:

Jason Proctor, PE

Engineering Projects Manager

NCSU Communications Technologies

jhprocto@ncsu.edu

(919)-515-0388

Alvin Gilmore, TECH, RTPM

Construction Manager

NCSU Communications Technologies

agilmor2@ncsu.edu

(919)-515-0002

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