	Technology Services Network Management Operations	SOP #	TS-NMO-001
		Revision #	
		Implementation Date	June 1, 2015
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SOP Owner	Nelda Hanzi	Approval	Greg Rhodes
SOP Name	Block/unblock web sites		

Standard Operating Procedure

1. Purpose

The purpose of this procedure is to define the requirements for securing student access to appropriate web sites and blocking inappropriate sites.

2. Scope

This procedure is intended to document steps taken by Instructional Technology and Network Management Operations (NMO) to process requests for web sites to be blocked and unblocked based on service requests.

3. Prerequisites

A service request is submitted requesting a block or unblock of a web site.

4. Responsibilities

Service request is generated requesting a block/unblock of a web site.


Request is routed to Instructional Technology and if necessary, routed to appropriate curriculum area.

Curriculum responds to the request by replying to Instructional Technology.

If necessary, Instructional Technology sends request to NMO or closes the request.

NMO reviews and makes a recommendation if content is unacceptable and routes back to Instructional Technology.

If content is acceptable, NMO makes the change and closes the service request.

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5. Procedure

#	Step	Responsibility
1	Client creates Service request to block/unblock web site.	Client
2	Service request is routed to Instructional Technology.	IT
3	IT reviews and sends to appropriate Curriculum subject area.	IT
4	Curriculum reviews and agrees or disagrees with request and responds to IT.	Curriculum
5	IT closes Service Request if response is a denial of the original request.	IT
6	IT sends request to NMO if recommendation is consistent with original request.	IT
7	NMO reviews the web site in-depth if request is to unblock. If inappropriate content is found the request is routed back to IT.	NMO
8	If content is consistent with request, NMO will block/unblock request and close the service request.	NMO