



Networking and IT Services available at the North Campus Research Complex

The University of Michigan North Campus Research Complex networking environment is a well-supported and robust resource available for your team to help advance your research objectives. Since 2009, U-M Information and Technology Services (ITS), U-M Medical Center Information Technology (MCIT), NCRC Administration, and the U-M Medical School Information Services (MSIS) groups have been working together to provide a secure and flexible infrastructure that allows you to focus on your work while you safely depend on the network to provide the connectivity you require.

How To Request Assistance and Services

NCRC's information technology support and service needs are primarily provided through the Medical School Information Services (MSIS) Solutions Center. The MSIS Solutions Center operates a Service Desk, User Support, and Systems Support teams out of NCRC. The MSIS Service Desk is the principle point of contact for all your information service needs. The MSIS Service Desk operates Monday-Friday 7:00am-7:00pm and follows the University of Michigan holiday schedule. Typically service requests are processed in the order that they are received, but please indicate your urgency and dependencies when communicating with the MSIS Service Desk so appropriate escalations can be made for your circumstances.

What New Customers Need to Know

As a new customer moving into NCRC facilities, you will be guided through all the necessary steps to ensure the network is ready for you. If at any point during your move-in process you have questions or concerns about what network resources or technology services are available, feel free to contact the MSIS Service Desk by emailing msishelp@umich.edu or calling 734-763-7770. A service desk agent will be happy to assist you and help find answers to your questions.

Frequently Asked Questions

Q: Is NCRC on the University of Michigan Health System (UMHS) network?

A: Yes. NCRC and the main UMHS campus share a common network infrastructure. This network is supported independently of the U-M central campus network, but is interconnected.

Q: I am accessing clinical applications. Can I do that safely from NCRC?

A: Yes. While specific security and compliance questions should be addressed with the MSIS Service Desk, both the wired and wireless network at NCRC allow access to the clinical applications.

Q. What type of wired networking is available to NCRC customers?

A. The NCRC wired Ethernet network at NCRC functions very similar to the conventional network provided on both the Medical Campus and the Central Campus to meet most customer needs. One-gigabit port speeds are provided to activated ports

within the NCRC buildings by default but special accommodations can be made for faster networks on a case-by-case basis that will involve technological and financial negotiations. During your move-in process you will be asked to provide details on the number and location of activated Ethernet ports so that service will be available for you starting on your first day on site. If you need a different type of network, please consult with the MSIS Service Desk.

Q. How many Ethernet ports do you allow to be activated per laboratory or office space?

A. There is no predetermined number of allowable ports, though standard activation is one Ethernet port per receptacle/user. We will work with your unit to meet your network needs as they arise. It should be noted that as a guideline, MSIS does not activate large numbers of ports that exceed the number of devices being used. This helps manage the networking costs of NCRC and improve our baseline security. If your needs require more than the allotted activated ports, there may be a charge to your unit for the additional resources. If you believe you will require additional ports, please let the MSIS Service Desk know as soon as practical in case additional equipment needs to be procured and installed.

Q. What type of wireless networking is available to NCRC customers?

Three wireless networks are provided at NCRC to meet a variety of customer and visitor needs. Reasonable efforts have been made to make the wireless network available in nearly all parts of the NCRC campus that have been approved for utilization. There is some degree of redundant wireless coverage in most areas, but it is not implied or guaranteed that wireless service is available everywhere at all times. We recommend that if you have a critical or business continuity need for the UMHS network that you work with both the NCRC Administration and MSIS to provide for that need.

UMHS-8021x is the network name (SSID) that is recommended for all UMHS affiliated faculty, staff, and students. This network allows direct access to the clinical applications and protected services and uses your Level 2 credentials.

MWireless-UMHS is the network name (SSID) that is recommended for all non-UMHS affiliated faculty, staff, and students. It was designed in coordination with ITS to provide a similar user experience to the Central Campus MWireless service. It requires U-M campus credentials (Level 1, which is what you use for Wolverine Access and M+Google) for access, which you will receive at the U-M Human Resources Orientation or through your department sponsor.

MGuest-UMHS is the network name (SSID) that is recommended for all visitors or non-U-M affiliated users at NCRC. This network does not require credentials, but will prompt users through a web browser to attest to the required rules and regulations of the University of Michigan.

Q. I am not directly affiliated with the UMHS, do I still use the UMHS network?

A. Yes. However there is a wireless network that you can authenticate to your U-M ITS-provided credentials. These are the same usernames and passwords (Level 1) you utilize for Wolverine Access and M+Google.

Q. Will the UMHS Firewall impede my work?

A. Typically no. The UMHS firewall is flexible enough to allow legitimate network traffic through, even when not directly affiliated with the UMHS. MSIS has accommodated nearly all the requests of U-M faculty, staff, and students that work at NCRC and chances are what you need is already available. If you have a specific concern please contact the MSIS Service Desk for a consultation.

Q. Will I have access to all network resources available on the U-M network?

A. Yes. Many of our customers at NCRC utilize ITS services like MiServer or Flux without issue. Our customers from other schools and units that have services based out of their home departments can also continue to use those services over the UMHS network.

Q. I have my own networking equipment I would like to utilize, can I do that?

A: Unfortunately it is not permissible to have networking equipment independent of the UMHS-provided network unless pre-arranged through NCRC administration, MCIT, and MSIS. While it is true that in limited circumstances, some independent networking equipment has been used, every attempt should be made to utilize the supported UMHS network before investigating this option and done so in close coordination with MSIS. This includes but is not limited to servers, wireless access points, and most switches/hubs.

Q. Can I bring and operate my own servers?

A: Due to the nature of compliance and security on the network, it is highly advisable to consult with MSIS on any local servers that you have or intend to deploy at NCRC. Servers managed outside of MSIS or MCIT require special consideration and should be discussed with MSIS before connecting to the UMHS network. Even though you may not be directly affiliated with the UMHS, by using the NCRC network you become part of our security domain and we wish to make every reasonable effort to both facilitate and secure your local devices. Servers on the network at NCRC are subject to both U-M and UMHS policy and guidelines. If you are unfamiliar with these parameters or have any questions, please consult with the MSIS Service Desk.

Q. Does NCRC have a Data Center?

A: There are no specifically designed or designated data centers at NCRC. U-M and UMHS faculty, staff, and students who need co-location or co-hosting of computing equipment, please contact the MSIS Service Desk and a Customer Relationship Manager or a System Support Staff member will explain and coordinate options with you.