



Next Generation Network

Securing your connectivity for the future

Week of 03/17 Migration Reminder for Lock St. Garage

Dear Yale Public Safety Colleagues,

This is a reminder that Lock St. Garage is scheduled to transition to the Next Generation Network **beginning Monday, March 17th, 2025**, and we are sharing the details below again for your consideration. Please utilize the links provided

for additional information, if desired.

Migration Schedule

| NGN Migration Activities Lock St. Garage March 17 & 19, 2025 | | | |
|---|--|--|--|
| Details | Wired Migration | Wireless Migration | Facilities Migration |
| Date | 3/17/25 | 3/19/25 | 3/19/25 |
| Time | 9:00am-5:00pm | 6:00am-4:00pm | 8:00am-4:00pm |
| Activity | NGN technicians working in network closets | NGN wireless technicians upgrading wireless access points throughout the building | Building engineers migrating building systems such as heating, cooling, and ventilation |
| Potential Impact | Network outage for a given set of devices | Temporary, local wireless outage of <15 minutes | Temporary outage for a given system, |
| | NGN support team and DSPs will be on site in the days following migration | Log a ticket with the ITS Help Desk and mention NGN migration if support is needed | Log a ticket with the ITS Help Desk and mention NGN migration if support is needed |
| Community Advisory | Log a ticket with the ITS Help Desk and mention NGN migration if support is needed | | |
| Building Champion prepared to support migration is Jackie Killips | | | |

*All work times are subject to change as they are estimates overall. Where the Program Team predicts additional outage time, awareness will be provided to the Building Champion.

*Outages will be limited to the **migration windows above** when accessing the network.*

What You Need to Do

Please ensure you have identified your device and taken the appropriate [preparation steps](#) where required.

What You Need to Know

1. Onsite technical support will be available following wired migration
2. For post-migration support, be sure to log a ticket with the [ITS Help Desk](#) at **203-432-9000** and **mention NGN migration** for prioritization, tracking, and quick resolution
3. Some computers, telephones, and devices may need to be rebooted upon completion of NGN migration
4. The wireless networks you are accustomed to utilizing across campus - YaleSecure, YaleWireless, YaleGuest, and eduRoam - will continue to be available after migration
5. Helpful community resources can be found on the Support Hub of the [NGN website](#)
6. Ongoing, you will log into the network exactly as you did before, using your NetID and password

New to our campus community or need to catch up on former NGN communications? Visit the [NGN website](#) to view [earlier NGN communications](#) for Lock St. Garage, access community resources, or log a request for support.

Thanks to your active participation over the past several weeks, we are looking forward to a seamless transition to NGN for our building community.

Sincerely,

Jackie Killips

Public Safety Systems & Services Administrator



Yale Information Technology Services

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