

Waycross College

IT Support Services Policy

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- Draft
- Approved

Responsible University Officer

Director of Computer Services

Responsible Coordinating Office

Computer Services

Online Publication

<http://www.waycross.edu/compserv/itpolicy/>

1. Scope

This College-wide policy addresses support for all Waycross College computing and network resources. All support for Waycross College owned network resources, computers, and software shall be performed by the Computer Services Department. This covers the entire life-cycle of the information technology resources from quotations for purchase to preparation for disposal.

2. Policy

2.1. Ordering and Preparation

2.1.1. Quotations for Purchase

Computer Services will secure all quotes for computer related equipment to be connected to the campus network or college owned computers. Departments, faculty, and staff must request quotes for purchase of computer related equipment through submission of an online Computer Services work order. The purpose of Computer Services obtaining all quotes is to ensure all IT purchases are compatible with existing equipment, recommend alternative products or solutions if appropriate, and search for the best price / value possible.

2.1.2. Receiving of Equipment / Software

Central Receiving will deliver all shipments of computer related equipment and software to Computer Services. Computer Services will be responsible for delivering and installing all computer related equipment and software.

2.1.3. Preparation and Installation

Computer Services will coordinate with the ordering department or individual for installation of computer related equipment and software. This will include discussion and installation of necessary software on newly purchased computer systems and the physical set up of the system.

2.2. Maintenance

2.2.1. General Support

Faculty, staff, and others that require assistance with Waycross College owned IT equipment should first complete an online Computer Services work order. If the individual requesting the services is unable to access the online work order system, then the user should request that the department or division secretary submit the request on their behalf. Work order requests include troubleshooting hardware and software, installation of new software, relocation of equipment, and other requests of Computer Services.

2.2.2. Software Maintenance

As noted in the Waycross College Campus Network and Computer Acceptable Use Policy (A.U.P.) section on Software Installation and Maintenance (3.1.6), only Computer Services staff are authorized to install, modify (other than general user settings), or remove software on college owned computers.

2.2.3. Computer Lab Maintenance

Computer Services staff are responsible for the maintenance of the academic computer labs. Only Computer Services may perform maintenance tasks on existing equipment, order and set up new equipment, and install / maintain software on the equipment. All requests for installation of software on academic computer lab computers must be approved by the Director of Computer Services.

2.2.4. Warranty and Out-of-Warranty Repairs

All computer systems purchased by Waycross College are initially covered under warranties. After such warranties expire, decisions will be made by Computer Services and other necessary parties whether to purchase continued warranty coverage through the manufacturer / vendor, seek out a third party warranty provided, or provide maintenance in-house through Computer Services. Computer Services will coordinate service with third party providers when necessary. Cost of extended warranties and service / repairs will be charged to the appropriate department or division budgets.

2.2.5. Preparation for Disposal

Computer Services staff will prepare all systems for disposal. Systems will be cleaned of all Waycross College data and software prior to disposal. Hard drives will be formatted using a zero-fill hard drive format utility for systems not housing sensitive data that are being redeployed at the college. All systems containing sensitive data and all systems leaving the Waycross College campus for disposal will have their hard drive(s) formatted with a minimum of a 3-pass DoD compliant format utility, such as DBAN. When preparing a computer for disposal, after the hard drive is formatted, the hard drive will be removed from the computer system and rendered physically unusable. Acceptable means of physical destruction are crushing the drive, drilling through the drive, or using a sledge hammer to destroy the drive.

2.3. Personally Owned Systems and Software

Computer Services staff is not responsible for providing technical support to faculty, staff, students, or others with personally owned equipment or software. Any comments or actions made by Computer Services staff regarding resources not owned by Waycross College are to be construed as personal opinion or actions and not the recommendation of Waycross College. Waycross College will not be responsible for equipment not owned by the college.