

Information Technology Services Guidelines for Desktop Computer Support

Information Technology Services (ITS) provides varying levels of desktop computer support for faculty, staff, students, and retired employees actively engaged in University business. Basic support includes phone and email-based assistance for routine technical problems and questions. More comprehensive support is available to departments for University-owned computers. The following principles define the general framework of this support.

- ITS will support hardware for a reasonable life expectancy. The computer industry generally recognizes three to four years as the typical lifespan of a desktop computer. Computers older than this tend to be more difficult to support and are often inadequate to run current software.
- ITS will support software for a reasonable life expectancy, so long as said software is still supported by the vendor/publisher. Older software is problematic in terms of compatibility with newer hardware and software.
- It is not possible for ITS to support all types of hardware and software. To ensure that new hardware and software fall within the scope of ITS support, departments should consult with ITS prior to acquisition.
- ITS-supported computers must be protected by anti-virus software installed and configured to ITS specifications. Users with unprotected computers are subject to service charges should virus infection occur.
- ITS does not backup data stored on local disk drives of desktop computers.
- While ITS may provide some software at no direct cost to departments, each department is ultimately responsible for ensuring its compliance with all applicable software licenses.

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Addendum for Mobile Computing Devices**

Information Technology Services (ITS) also provides basic mobile computing device support for faculty, staff, and students. A mobile computing device is a small, portable computer that allows users to store, organize, and access information. There is no standard nomenclature for these devices, but for purposes of this document pocket PC, personal PC, handheld PC, Palm, Palmtop, wireless device, mobile devices, personal information manager (PIM), personal digital assistant (PDA), and smart phone all fall into this category. Support for mobile computing devices is defined by the Guidelines for Desktop Computer Support, as well as the following principles specific to mobile computing devices.

- ITS will support the synchronization of mobile computing devices with ITS supported email and calendar environments using either an ITS provided network-based synchronization system or an ITS supported desktop synchronization application.
- ITS will support connectivity to the university wireless network for compatible, properly equipped mobile computing devices.