

POLICY TITLE: Bluefield College IST Support Policy

POLICY #: IT – 17

DATE DRAFTED: 02/11/07

DATE POSTED for Review:

APPROVED DATE:

REVISION DATE: 05/22/07

BRIEF DESCRIPTION:

This policy defines what technology, hardware and/or software, is supported by the Bluefield College Information Systems and Technology Department.

[Introduction](#) | [Policy Statement](#) | [Related Policies](#) | [IT Policy Index](#)

Introduction:

Computer networks are complex systems that require careful design and maintenance. Therefore, careful consideration and planning must take place when considering purchasing and supporting technology. In an effort to improve the ability of the Information Systems and Technology Department (IST Dept.) to support the technology needs within the institutional goals of Bluefield College, this policy will address the issues concerning the purchasing and the support of that technology. The goal of this policy is to provide a method of organization which will support the long term technological goals of Bluefield College.

Policy Statement:

The IST Dept. will support only “approved” technological purchases by assisting in the installation, troubleshooting, and the operation of the technology. “Approved” refers to technology and software that has been researched, evaluated, and purchased by or through the IST Dept. For a current list of approved technology please refer to the Bluefield College Standard *Approved Technology and Support Standard*. For a current list of approved software please refer to the Bluefield College Standard *Approved Software and Support Standard*. With the rate at which technology changes the IST Dept. reserves the right to modify both of these standards as needed. Please see section 6 of this policy for revisions of these standards. The IST Department will install and support the “approved” technology, as stated in the standards, on college owned equipment only. This technology must be necessary to carry out job assignments, educational endeavors, and business missions.

I. TECHNOLOGY:

The use of technology by Bluefield College has grown over the past years and is poised to continue to grow in the future. With this rapid rate of growth and improvement of new and old technologies, standards of technology must be put in place in order to keep the College technologically advanced, yet realistically supportable. For a current listing of the approved technologies at Bluefield College please see the standard *Approved Technology and Support Standard*.

a. TECHNOLOGY PURCHASING AND APPROVAL:

All Technology must be purchased through the Information Systems and Technology Department; if the technology is already owned by the user then it must be approved by the IST Department. An employee may request the purchase or approval of a piece of Technology by using the "Technology Purchase Request Form". This form is required for all purchases and approvals of Technology. For the procedures for both purchases and approvals please see the standard *Technology and Software Purchasing and Approval Standard*. All requests must come to the Information Systems and Technology Department a minimum of thirty working days, six weeks, before it is needed, due to any shipping and purchase order approval that may be required.

b. TECHNOLOGY SUPPORT:

The Bluefield College Information Systems and Technology Department will support all approved technology and that technology that fits within the scope of this policy and the standards that support this policy. The Information Systems and Technology Department will not support any technology, used by a Bluefield College employee, that does not conform to this policy nor will said technology be allowed to connect to any Bluefield College owned resources including the network. Student owned technology is not covered by any Bluefield College IST support policy. For additional information and support procedures please see the standard *Approved Technology and Support Standard*.

II. SOFTWARE:

Software is intertwined into the day to day activities of Bluefield College. In order for the Information Systems and Technology Department to support all of the software in use on the campus and to keep Bluefield College within compliance of "End User License Agreements" and thus the laws that govern software, all software must be approved for use on the Bluefield College Campus. All software must have the appropriate licensing to be installed on a Bluefield College system, and the installation must be done by an IST Department staff member. Only Approved Software will be installed, for a list of the currently approved software please see: *Approved Software and Support Standard*.

a. SOFTWARE PURCHASING AND APPROVAL:

All Software must be purchased through the Information Systems and Technology Department; if the software is already owned by the user then it must be approved by the IST Department. An employee may request the purchase or approval of a piece of software by using the “Supplemental Software Request Form”. This form is required for all purchases and approvals of software. For the procedures for both purchase and approval please see the standard *Technology and Software Purchasing and Approval Standard*. All requests must come to the Information Systems and Technology Department a minimum of thirty working days, six weeks, before it is needed, due to any shipping and purchase order approval that may be required.

b. SOFTWARE SUPPORT:

The Bluefield College Information Systems and Technology Department will support all approved software and software that fits within the scope of this policy and the standards that support this policy. The Information Systems and Technology Department will not support any software that does not conform to this policy nor will said software be allowed to be installed on any Bluefield College owned resources. For additional information and support procedures please see the standard *Approved Software and Support Standard*.

c. SOFTWARE ADDITIONS TO COMPUTER LABS:

All software additions to a computer lab must follow all procedures set forth in this policy and related standards. In addition for a computer lab all requests must be submitted at a minimum of sixty working days, ten weeks, prior to the start of the semester that it is needed. The IST Department will test the software for basic functionality; it is up to the requestor to ensure the software fully works in the labs before it is needed. Any software found not to be working as intended will require a minimum of 15 working days, three weeks, for a solution to be found.

III. SUPPORT REQUESTS:

All technology and software requests for support must follow the guidelines as stated in this policy. Only support requests that follow the proper guidelines will be accepted and assigned to an IST Department staff member. Any request that does not follow the guidelines will not be supported.

All requests should be turned into the Department of Information Systems and Technology via the support systems application that is currently in use. This may be email or a software solution. The request should include the following.

- a. The name of the user requesting support.
- b. The Department the user works in.
- c. The users Phone number and email address.
- d. The date that is needed for the task to be completed.

- e. A brief summary of the request.
- f. The priority of the task as viewed by the user (Critical, High, Average, or Low).
- g. A detailed description of the request.

Any request that is not provided in this format will be turned down; phone calls and telling an IST Department staff member in the hall will be turned down.

IV. SUPPORT FOR STUDENTS:

The Bluefield College Information Systems and Technology Department does not support student owned technology or software. The IST Department will assist students with access to the ResNet, please refer to the standard *Support for Students Standard* for assistance to be expected. This standard also provides a list of recommend computer configurations. The IST Department will support students with connectivity issues to Bluefield College offered services such as email, and learning management systems and the student information system portal. Please note all access to library resources are supported thought the library.

V. GENERAL SUPPORT CONSIDERATIONS:

The following are general support considerations for all support provided by the Information Systems and Technology Department.

1. The severity of some requests can change rapidly, please contact the Director of IST if your “critical” request/s have not been reviewed in 3 days.
2. It is the responsibility of the requestor to give access to the technology in question. The requestor should be prepared to give physical access as well as scheduled times and dates for IST Department personnel to work on the issue at hand.
3. The IST Department will not support hardware, software, configuration, installations, etc. that has been altered by anyone outside the IST Department or not duly authorized.
4. The cost of repairs and maintenance to some types of departmental hardware, outside the normal warranty period, is the responsibility of the individual departments.
5. The IST Department will not support hardware or technology that does not meet minimum standards listed here.
 - a. PC's greater than 5 years old.

- b. Software greater than 2 versions old.
 - c. Other computer hardware must be less than 5 years old.
 - d. Other technology should be less than 5 years old.
 - e. Any technology which is no longer supported by the manufacturer.
 - f. Any technology that institutes a “pay by the hour” or “pay by the incident” support policy. An exception will be considered if this is the only method/option for support offered for a particular product.
6. Installation of hardware owned by individuals, on any BC computer, local area network, wide area network, etc. is only to be done with the consent of the Director of IST Department For such a situation, permission is to be sought via an IST support request. This support request must be submitted and approved no less than 2 weeks prior to the time the device is to be used. Otherwise it is prohibited and will be immediately removed and/or disconnected.
 7. The IST Department will support only network accessible printers via the network copiers and publicly accessible printers (i.e. lab printers). The IST Department will not support personal printers where reasonable access is provided to a network printer. Support for personal printers will only consist of troubleshooting efforts and not supplies, maintenance, break/fix issues or materials.
 8. The IST Department WILL NOT support data which is stored on a local machine, drive C:, this includes email (attached is a document for archiving your email). It should be understood that the end user is fully responsible for all documents, data files, etc. on their PC. Therefore, all such files should be kept on the network drives or on personal storage media, such as diskettes, CD, DVD, USB Flash Drive, or External Hard Drives. The IST Department will not be responsible for backing up any such files at any time, especially prior to troubleshooting problems.
 9. The restoration of an employee’s workstation WILL NOT include the restoration of any files which were present on the PC itself prior to failure except an attempt to rescue email files.

10. The IST Department WILL NOT support faculty, staff, or student personal computers unless the computer is used to connect to the BC computer systems for college related business. In such a case the user will be ask to bring their computer to the IST Department.
11. The IST Department reserves the right to NOT support any technology which is donated to BC.

VI. REVISION GUIDELINES AND PROCEDURES FOR THIS POLICY AND RELATED STANDARDS:

This policy shall undergo review once every two years, by the Information Systems and Technology Department. If it is found that a revision or amendment is needed, a draft of the revision or amendment shall be presented before the senior administration of Bluefield College for approval. Once the revision or amendment had been approved a notice shall be posted to the Bluefield College community and thirty days later the revision or amendment shall go into effect. If it is deemed necessary the Information Systems and Technology Department may review, revise, and amend more often than once every two years, however the approval process remains the same. If it is deemed necessary a revision or amendment shall be written. For approval, before taking effect, at least three members of the Information Systems and Technology Department must fully agree that the revision or amendment is acceptable and needed. Once the revision or amendment is approved a notice shall be posted to the Bluefield College community and thirty days later the revision or amendment shall go into effect.

VII. APPEALS OF DENIED APPROVALS PROCESS:

In the event that any Software or Technology request is denied the requestor may follow these steps to pursue an appeal of this decision.

- a. Once notified of the denial of the request the requestor may start the appeals process.
- b. The Requestor must notify the Director of Information Systems and Technology of the intent to appeal the decision to begin the process.
- c. The Requestor will have ten working days or two weeks to submit the appeal.
- d. Appeals should be less than one typed page and delivered to the Director of Information Systems and Technology.
- e. The appeal must include steps taken by the requestor to make the request acceptable for approval.
- f. All appeals will be discussed in an open forum with the requestor, the requestor's cabinet member representative, and

one or more representatives of the Information Systems and Technology Department.

- g. In the event that the appeal is also denied than no additional appeals may be submitted for this request.
- h. The Information Systems and Technology Department is not required to give any explanation as to the reasons for denial of either the original request or the appeal.

Related Policies, References and Attachments:

This collection of Bluefield College Information Systems and Technology policies and procedures contain acceptable use, security, networking, administrative, and academic policies that have been developed to supplement and clarify Bluefield College policy.