Desktop Support
Policy #04.A – 04.A.4
Approved: 03/01/04

04.A. Purpose

This policy outlines the desktop computer support structure, and the conditions under which that support is provided by Computing Services (CS). The hardware and software covered in this policy includes all hardware and software purchased and owned by Adams State College (ASC). The policy also outlines general practices and exclusions of equipment owned by individuals associated with ASC.

Authority

This policy was reviewed and approved by the Cabinet on March 01, 2004.

04.A.1. Support Defined - Support for hardware and software includes the following services:

04.A.1.a. Operating System Troubleshooting - Troubleshooting and repair on Operating System (OS), (Appendix A”, pg #71) for a list of supported Operating Systems.

04.A.1.b. Software Troubleshooting - Troubleshooting, repair and upgrading as needed on installed system software programs. See the list of Supported Software (Appendix B, pg #72) for a list.

04.A.1.c. Hardware Troubleshooting - Troubleshooting and repair of hardware failures if the system is still covered under the original manufacturer’s warranty at time of purchase.

04.A.1.d. Installation - Installation, upgrading, and maintenance of the PC’s OS and other approved software packages into the campus network and to ensure compatibility with the current CS computer and network configuration.

04.A.1.e. Licensing - Providing a valid, legal software license and keeping track of the licensing of software that is on the standard campus software installation package (clone).

04.A.1.f. Training - Training and guidance for software approved by CS.

04.A.1.g. Consultation - Continued advice and technical opinions on hardware and software upgrades to ensure proper functionality and security.

04.A.1.h. Configuration Guidance - Assistance with ordering and configuring approved hardware and software that is to be purchased through the college.

04.A.1.i. Software Clone - A standard installation of the Operating System, system updates, productivity software, and essential software packages that can be installed on a campus machine.
04.A.1.j. **Helpdesk Support** – All CS questions or inquiries are passed 1st through the CS Helpdesk at asccompserv@adams.edu or by phone at 7741.

04.A.1.k. **Printing** - Configuration of at least one networked laser printer per supported department will be supplied.

04.A.2. **Supported Hardware/Software Systems** - The following is a list of all supported hardware and software for ASC:

04.A.2.a. **Hardware** - ASC will support computer systems configured and approved by CS. See the list of Approved Computer Vendors (Appendix C", pg #73) for a list of approved computer vendors.

04.A.2.b. **Software** - CS will support software and hardware that are necessary for ASC’s functions. Any software that is used by roughly 10% of the College’s workforce will be supported after approval from the CIO of CS. Also, systems that ASC is mandated to use from the State of Colorado will be supported. For example, FTP software for Payroll, modem systems for V.A. Benefits, specialized software used in the Financial Aid and Business Office, etc. The departments and offices running these systems need to have the proper documentation and technical support information on file to aid CS technicians in the support and administration of these systems.

04.A.2.c. **Requests for Support** - New systems or additional systems not currently supported by CS need to be presented to the CIO of CS for approval. If the system is being purchased for a newly created position, or if a new process is being added to a department, the machine purchase will most likely be approved.

04.A.3. **Unsupported Hardware/Software Systems** - The following is a list of un-supported hardware and software for ASC:

04.A.3.a. **Unsupported** - Any and all hardware components (computers, network printers, projectors, etc.), or software packages purchased without the approval of CS will not be supported. All purchases requests of hardware and software must be sent to CS for signature. The “approval signature” does not imply that the unsupported hardware/software is supported but rather gives CS information to help track down any inadvertent problems that these items might cause to the campus network system. A department that purchases non-standard hardware or software assumes responsibility for all technical support for that hardware or software.

04.A.3.b. **Current clone** - PCs not running a current software clones provided by CS will not be supported. If the machine can be updated to the latest clone or OS, CS can clone the PC to the latest clone version or upgrade the OS to bring this machine into compliance. See the list of Supported Operating Systems (Appendix A", pg #71).
04.A.3.c. **Old PCs** - PCs that cannot run the campus-approved clone or OS will not be supported. Purchasing a new computer or upgrading the current system through CS may bring the computer into compliance.

04.A.3.d. **Local Printers** - Personal local printers directly connected to PCs will not be supported. A networked laser printer is supported for every department; CS does not have the resources to support personal printers. CS does not supply consumables related to the networked laser printers such as paper and toner cartridges.

04.A.3.e. **Not Connected** - PC systems that are not connected to the ASC network will not be supported. To improve efficiency in the utilization of limited personnel, CS increasingly uses automated methods to install and configure software, troubleshoot system problems, and provide assistance in using applications. These automated services cannot be provided on personal computer equipment that is not connected to the College network.

04.A.3.f. **Off-site** - Computer systems owned and supported by ASC that are taken off-site will need to be brought to the college to receive support.

04.A.3.g. **Blacklisted** - Computers that are running blacklisted software will not be supported. If the blacklisted software is removed, or if the system is recloned, the computer will be brought back into compliance. See Appendix D, pg #74 for a list of Blacklisted Software.

04.A.4. **Redeployment of Replaced/Retired Equipment** - The following describes the support issues and limitations on computers that have been replaced by new machines, and the procedures and policies pertaining to them.

04.A.4.a. **Redeployment** – In the past, when new computer equipment was installed, often the old, replaced equipment was requested to be redeployed in a different location, usually but not always, in the same department. This practice causes the College's installed base of equipment to continue to grow rapidly, further exaggerating the need for funds to eventually replace equipment. In addition, repair and other support costs for the older equipment are higher. The college does not have the resources to provide the technical support to staff, software licensing, and computer repair funding to continue this trend.

04.A.4.b. **Replacements** - Effective August 2002, CS will no longer provide support for computer equipment, which is replaced, but not retired. The CIO of CS must approve any exceptions to this policy in writing. Exceptions are likely to be approved if the old equipment is replacing even older equipment, but unlikely to be approved if the old equipment is being designated for a new use.
Network Printers
Policy #04.B – 04.B.8
Approved: 03/01/04

04.B. Purpose

The support and definition of a networked printer is defined as those that are connected to the college’s network. This policy further attempts to define the list of approved support hardware in order to limit the variety and number of, in this case, printers on campus and therefore the increased support issues that would be caused by an uncontrolled inventory.

CS will provide technical support for the maintenance of network printers. Individual departments will provide funding, general maintenance, supplies and security for their department/offices networked printer.

Authority

This policy was reviewed and approved by the Cabinet on March 01, 2004.

04.B.1. Current Standard – At any given time, CS selects a best all around network laser printer, of which features may be added or deleted, which if the standard is followed will help reduce the cost of consumables, repairs parts, service knowledge and management. The current standard for network printers can be found in the Supported Hardware (Appendix C – Supported Hardware, pg#73). If the department decides to purchase something outside of this standard – CS may not support it.

04.B.2. Replacement – Departments are expected to budget for the replacement of their networked printers. Typical life of a network printer varies, but it is not uncommon for a network printer to require major repairs at 150,000 to 200,000 pages. Depending upon how heavily the printer is used it may need to be replaced in 2 to 4 years. Obsolesce and similar factors may require a department to replace its network printer with a new model. CS reserves the right to obtain the old printer from the department to sell, to obtain spare parts, or to re-deploy in an alternate part of the campus.

04.B.3. Purchase Requests - Individual departments are required to submit a request for any network printer purchases. Departments are expected to pay for any purchases from their own budgets, and are also expected to pay for their own supplies. Supplies are defined as expendables, such as replacement toner cartridges. Individual departments are also responsible for the physical security of their printing equipment and to take steps to avoid theft and/or vandalism of such devices.

04.B.4. Supplies – New, original-equipment-manufacturers, supplies of toner cartridges and new paper stock should be used in printers. Time has repeatedly shown that using low quality toner cartridges causes poor print quality, and the use of paper that has been previously
printed on causes not only poor print quality, but can also be the cause of paper jams and even permanent damage to a laser printer (e.g. used paper sometimes has staples attached).

04.B.5. **Configuration and on-line security** – Due to past break-ins to the campus network by means of the Internet, some internal features of ASC network printers were disabled. Also, a common security configuration setup was developed to attempt avoiding further waste of materials that occurred, plus other potential problems that might develop from having unsecured configuration. These configuration changes should not be modified, and if for any reason a printer needs to be reset to factory defaults, CS needs to be notified of any such reset.

04.B.6. **Relocation** – Department personnel should not move network printers. Both the Business Office and CS maintain records of where network printers are located. CS also maintains network server queues that are used to facilitate printing from various network computers to network printers. Records are kept to help in maintaining details about each network printer, Novell queue and Banner queue setup.

04.B.7. **Specialized printing equipment** - Departments that require special printing equipment (such as the high volume laser printer in Financial Aid) are required to maintain an up-to-date on-site service maintenance contract. Departments are also expected to perform any daily adjustment and/or stocking of any supplies required of such a printing device. Individual departments are expected to be familiar with any special settings and or device drivers that might be required for interfacing department computer equipment with these specialized devices.

04.B.8. **Non-networked Printers** – CS does not support such printers, and does not support making any software function correctly with such printers. CS must be provided with the purchase requisitions for signature approval, of any printers purchased or brought on campus to be used with ASC computing equipment. The “signature approval” does not imply that the non-networked printer is supported but rather gives us information to help track down any inadvertent problems attaching such printers might cause to the campus network system. CS reserves the right to request that any such printer attached to any campus computing equipment be permanently removed if needed.

04.B.9. **Requests for Exceptions** - Request for exceptions must be received in writing from the Provost or Vice-President over the requesting office.
Software Licenses
Policy #04.C – 04.C.2
Approved: 03/01/04

04.C. Purpose

This policy relates the position of ASC on the licensing of computer software.

Authority

This policy was reviewed and approved by the Cabinet on March 01, 2004.

04.C.1. Licensing Agreement

04.C.1.a. Ownership - ASC licenses the use of its computer software from a variety of outside companies. In many cases the license agreement specifies that the college does not own the software or its related documentation.

04.C.1.b. Reproducing – Reproducing computer software or documentation without authorization from the manufacturer may violate the U. S. Copyright Law and other legal property rights of the software manufacturer.

04.C.1.c. 1 Copy - Money paid for a software product usually represents a license fee for the use of one copy of that software. In most cases it does not represent an authorization to make further copies.

04.C.1.d. Copying - Civil damages for unauthorized software copying can be quite severe, and criminal penalties include fines and imprisonment. ASC computer software users must be aware of applicable property right laws when using computer software, and of their responsibility to honor licensing agreements with software producers. In the event of license agreement violations both the college and the individual user may be held responsible.

04.C.2. Guidelines

04.C.2.a. Usage and Licensing - All computer software used by ASC faculty and staff in performance of their college-related duties and activities, and all software used by students on college-owned equipment as part of the regular academic curriculum, shall be licensed as required by the software manufacturer or other legal licensing agent.

04.C.2.b. Copyright - Student users of college-owned computer equipment shall be informed, by publication of college policy on the college web page, of their responsibilities in following the applicable copyright laws and software licensing agreements.
04.C.2.c. **Property Right** - Faculty members have an obligation to obey applicable property right laws and to not encourage student lab users to violate software-licensing agreements.

04.C.2.d. **Licensing Arrangements** – CS will pursue site licensing and bulk purchase arrangements with software vendors, whenever possible and in accordance with State purchasing regulations.

04.C.2.e. **Audits** - CS will periodically conduct software audits of selected college-owned computer equipment, to verify that software is appropriately licensed.