

Desktop/Portable Computer Support Policy

**Glendale Community College
ITS Support Policy & Service Level Agreement
Between Employees and Information & Technology Services**

Approved by CCCC, 03/20/14

This is the support policy and agreement between Glendale Community College (GCC) employees and the Information & Technology Services (ITS) regarding the services and support that will be provided by ITS to user's desktop/ mobile devices and related technology. Violations of this agreement will result in actions stated in Administrative Regulation "Using Information Technology Resources at Glendale Community College". The purpose of this agreement is to clearly define the services that ITS will deliver. GCC provides computing resources to faculty and staff as a tool to help them do their work. It is the mission of ITS to maintain these resources, thus assisting faculty and staff in performing their jobs.

- Acceptable Use
- Desktop Computer Configuration
- Help Desk / Level I Technical Support
- Backup & Recovery
- E-Mail
- E-Mail Groups
- Passwords
- Virus Protection
- Supported Software
- 3rd Party Vendors
- Privately Owned Computing Resources
- Computer Disposal
- Equipment Cascading
- Training
- Ergonomics
- Moves, Adds, and Changes
- Instant Messaging
- Running Applications Over the Network
- Peer-to-Peer (P2P) Software
- Internet Protocol (IP) Address Assignment
- Host and Domain Names
- Network Acceptable Use
- Messaging
- Network Configurations and Protocols
- Mobile Device Support
- Laptop Computer Check-outs
- Remote Access
- Computer Disk Imaging
- Wireless Network
- Americans with Disabilities Act (ADA) Compliance

Acceptable Use

- Users are expected to know, understand, and conform to the Administrative Regulation “Using Information Technology Resources at Glendale Community College”.

Desktop Computer Configuration

- Offices will be equipped with a computer running District standard software, monitor, keyboard, mouse and VOIP phone.
- Users will be provided a standard Domain User Account.
- ITS will provide recommendations and quotes for printers.
- Departments are responsible for ink and toner costs.
- ITS will set up equipment in a manner to reduce the amount of dust that enters the device.
- Users should never move equipment themselves and should call ITS to arrange help with any location transfers.

Help Desk / Technical Support

- Users who have technical problems should create a help desk ticket by e-mailing helpdesk@glendale.edu. To expedite request, full details of issue and contact information should be included in email message.
- For classroom and other emergencies, please call H-E-L-P (4357).
- The Help Desk will be staffed during normal operating hours 8AM – 7PM Monday- Thursday and 8AM-5PM Friday. However, there are times when calls cannot be answered and will be automatically transferred to voicemail. Users who leave voice mail during normal operating hours will have their calls returned within one hour.
- Classroom emergencies take precedence.
- The goal of the Help Desk is to respond onsite within 24 business hours.

Backup & Recovery

- Users are responsible for the backup of data files that they create and store on the computer. Users who need assistance with data backup should contact the Help Desk.
- ITS staff are prohibited from touching or manipulating user's data.
- ITS will make a best effort to help users recover lost data, but is not responsible for data lost due to equipment failure, user error, viruses, or other causes.
- Computers that are deemed mission critical by a department supervisor must be properly equipped for backup.

E-Mail

- Glendale College E-Mail addresses are created for all employees using a standard format of FirstInitialLastName@glendale.edu. If name is already taken, FirstInitialMiddleInitialLastName@glendale.edu will be used.
- E-Mail inboxes are limited in size. Warnings will be issued if this limit is exceeded. The system will not deliver new incoming mail to inboxes that exceed the size limit. Instead, the mail will be rejected and returned to the sender.
- If an E-Mail account is not used for six months, the account shall be suspended. The user must call the Help Desk to restore the account.

E-Mail Groups

- E-mail groups will be created based on requests made by appropriate manager. Maintaining the email group is the requestors' responsibility.

Passwords

- Users should choose passwords that can be remembered without the need to write them down, but not easily guessed.
- Users should change their passwords periodically.
- Users must comply with password policies and complexity requirements.
- Users who forget their password to a campus-wide application should request a new password by calling the Help Desk.
- ITS cannot assist users who forget their password to an application not provided by District.

Virus Protection

- ITS will install antivirus software on all college computers.
- ITS will train users in the proper use of such software upon request, including keeping the virus protection up-to-date.
- It is the user's responsibility to keep the antivirus program enabled. If disabled, ITS cannot guarantee the security of the computer.
- Users who encounter a virus should call the Help Desk immediately upon discovery.
- Since many viruses use email to propagate, ITS cautions users against opening any attachment or clicking any link in email message that they did not specifically request or is from an unexpected source. Users are advised to scan attachments for viruses before opening them.

Supported Software

- Supported software includes programs that are necessary for users to perform their job duties, or needed for security functions (e.g. antivirus software).
- Unsupported software includes any software that is licensed by the individual user but not owned or licensed by the college.
- Unacceptable software includes unlicensed (pirated) software, since it places the college at risk for litigation. Downloaded screen savers are also unacceptable.
- If a technician finds and verifies that unacceptable software is being used on a college computer, the technician will notify the ITS supervisor and the user's supervisor, and may be deployed to remove the software from the computer.
- Sometimes a software update may require a corresponding hardware upgrade (increased memory, storage, or CPU speed) that may not be possible. Users should check with the Help Desk before purchasing software to make sure.

3rd Party Vendors

- GCC is subject to all contractual obligations enforced by vendors for all hardware and software purchased, licensed, or leased.
- When considering hardware or software purchases from 3rd party vendors, terms and conditions shall be reviewed and approved by ITS administrative staff. Failure to obtain approval prior to purchase will result in loss of support from ITS.
- In order to be supported by ITS, installations of 3rd party software and hardware must be done by ITS, the vendor, or a hired contractor.
- When 3rd party vendor support is needed, users must contact the vendor to facilitate fast and reliable service.
- Departments that choose to have service contracts with 3rd party vendors shall be responsible for maintaining those contracts. Failure to do so may result in termination of service and ultimately loss of data.
- Service Level Agreements will be developed between the department and ITS for all 3rd party software support.
- In emergencies, ITS will make a best effort to support 3rd party software, but may not be able to save data or make the application work.
- If training of ITS staff is required to support 3rd party software, the department requesting support shall supply funding for the training.
- Any computer on which the operation of 3rd party software adversely affects either the user's computer or the campus network will be disconnected from the network.

Privately Owned Computing Resources

- ITS will NOT provide support for any personal computing devices, even if such devices were purchased through the college's purchase programs. Technicians are prohibited from working on privately owned devices, even if these devices are being used for college business.
- Glendale Community College cannot be responsible for the personal property of employees. If users choose to bring their own equipment and/or software, the college cannot support it and cannot be responsible for it.

Computer Disposal

- A user who has a technical equipment item that is deemed surplus will need to contact ITS.
- Depending upon the status of the equipment, either ITS or facilities will pick it up. The owner will be notified prior to pick up.
- ITS will report equipment information (asset tag, model and serial number) to Administrative Services.
- ITS will NOT dispose of personal equipment, even if such resources were purchased through the college's purchase programs.

Equipment Cascading

- Cascaded equipment must be returned to ITS. This includes any computers, printers, or technical equipment which has been replaced.

Training

- Staff Development provides user training.

Ergonomics

- Ergonomics is concerned with such factors as the physical design and placement of the keyboard, screens, desks, and chairs, and the manner in which users interact with these hardware devices.
- Ergonomics is extremely important to reduce the risk of Repetitive Stress Injury (RSI).
- All ergonomics issues are referred to and handled by the office of Human Resources.

Moves, Adds, and Changes

- Users should contact the Help Desk to arrange for the installation, relocation, or reconfiguration of GCC owned computers, phones, printers, and other peripherals.
- The cost of adding electrical and/or network connections should be considered when making relocation decisions, and will be paid for by the department requesting the change.

Instant Messaging

- Microsoft enterprise messaging services are available for College use.
- Requests to use Microsoft enterprise messaging services must be approved by requesting user's supervisor.
- All messages are archived in user's email box and should only be used for College related communication.
- Other personal Chat and Instant Messaging (IM) software is prohibited.

Peer-to-Peer (P2P) Software

- P2P software is NOT to be installed on college computers, except with expressed written permission (when needed to perform job duties). When allowed, this software will not be supported.
- If a technician discovers any unauthorized P2P software on a college computer during a service call, the technician will notify the ITS supervisor and the user's supervisor, and may be deployed to remove the software from the computer.
- If it is determined that a computer running P2P software is causing excessive network traffic, that computer will be disconnected from the network.
- If it is determined that a computer running P2P software is illegally downloading copyrighted materials, the technician will notify the ITS CISO.

Internet Protocol (IP) Address Assignment

- Network Services assigns and allocates IP addresses to devices attached to the campus network.
- Unauthorized assignment of IP addresses can be extremely disruptive to other users of the network. Stations with IP addresses not assigned by the Network Services office will be removed from the network.

Host and Domain Names

- ITS operates the Primary Domain Name Server for the college.
- All inquiries regarding host names or sub-domains should be directed to the CISO.

Network Acceptable Use

- The attachment of a device to the network that adversely affects network performance, poses a security risk, or disrupts service to other campus users, will immediately be removed from the network.

Network Configurations and Protocols

The college will provide a campus computer network with the following specifications:

- Computers will have 10/100/1000 network interface cards installed.
- Within buildings, Category 5 or better network cable will connect the local network.
- Fiber optic cable will connect buildings to each other.
- When available, wireless access will be provided.
- The network will support the TCP/IP protocol.
- IP addresses will be assigned to computers to facilitate Internet connectivity.
- Only the IP protocol will be routed through internal campus routers.

Mobile Device Support

- Mobile devices will be serviced only to the extent of their original setup, and will be sent out for repair when broken. Users should be aware that when this happens, they could experience significant downtime.

Laptop Computer Check-outs

- ITS has laptop computers which are available for checkout.
- A 24-hour advance notification is needed to make sure the laptop is available and has the correct software installed.
- Returning computers with non-ITS installed software will result in loss of checkout privileges.

Remote Access

- Temporary Remote Access can be granted by completing the Remote Desktop Request Form.

Computer Disk Imaging

- Before a computer is deployed for the first time, the entire contents of its hard drive can be captured into what is called a disk image. The process of re-imaging a computer consists of completely erasing the computer's hard drive, then restoring it with the contents of the original disk image. Thus, the re-imaging process restores the computer to its original configuration.
- Under normal circumstances, computers may need to be re-imaged every 3-5 years. This is a normal artifact of using hardware, operating systems and applications, in addition to the finite support that operating systems receive from their manufacturers.
- If a computer system has significant software problems caused by installations of unsupported software, re-imaging may be used to restore the computer to a working state. (This is a very good reason for users to perform regular backups of their data.)
- If a computer is found to be in violation of the ITS Service Level Agreement (SLA), the resource expenditure required to bring the computer back into compliance will be billed to the department to which the computer belongs.

Wireless Network

- The College provides guest wireless Internet access at various locations on campus for anyone within range of an Access Point. Users must agree to an Acceptable Use Policy before access is granted.
- The College provides GCC Wireless Plus access at various locations on campus for faculty and staff members within range of an Access Point. Users must request access from ITS and will authenticate using their network credentials.

Americans with Disabilities Act (ADA) Compliance

- The college will obtain hardware and software that is ADA compliant as defined in section 508 of the ADA.
- ITS will make every effort to accommodate any user who needs specialized software to do their job, when such software is not on the supported software list. The appropriate VP and the Associate Dean of the Center for Students with Disabilities must approve all requests.