

Information Technology – David Steinour, Vice Provost of IT

Effective Date(s): 9/17/02

Title: Gettysburg College Computer Hardware/Software Use Policy

Applicable with restrictions: Campus Community (Faculty, Administrators, Staff, Student Workers, Contractors and Consultants)

Summary: Gettysburg College provides computer hardware and software to faculty, administrators, staff, student workers, contractors, and consultants in order to accomplish the educational and business missions of the College. **Please read the Details section to better understand this Policy and the restrictions that may apply.**

Contacts: Director of Computing Services, Information Technology

Details:

1. Introduction

Gettysburg College provides computer hardware and software to faculty, administrators, staff, student workers, contractors, and consultants (subsequently referred to in this document as the campus community) in order to accomplish the educational and business missions of the College. Use of the Gettysburg College computer hardware and software is governed by the Network Use Policy, the policies in the Employee Standards of Conduct, and this policy and is subject to all applicable federal, state, and local laws as well as the rules and regulations of the College. In the event of any discrepancies, the Network Use Policy prevails.

2. Policy

College Authority: By using Gettysburg College computer hardware and software, members of the campus community are granting permission for authorized computer technicians to access this equipment and software via electronic or manual means. Access that is necessary to render services or to protect the property of the College is allowed under the Electronic Communications Privacy Act of 1986 (ECPA).

Privacy: The College respects the fundamental privacy of electronic storage on campus computer hardware. The College does, however, reserve the right to gain access to otherwise private files maintained on campus computer hardware. Such access would occur in certain specific circumstances in which a possible violation of the Network Use Policy must be investigated in order to protect the integrity and effective functioning of the campus network. System administrators may also require access to otherwise private files maintained on campus computer hardware as part of regular system maintenance. An attempt will be made to notify the user of this access in advance whenever possible and appropriate. Applicable federal, state, and local laws govern such access.

Copyrights: Computer software users must respect all copyrights and always provide proper attributions of authorship. Commercial software licensed to Gettysburg College may be installed only on machines expressly covered by the licenses. Upon request from a network administrator, individuals who have software licensed to them and installed on a Gettysburg College computer shall produce original disks and/or documentation to verify compliance.

Equipment Distribution: The Information Technology (IT) Office budgets to replace equipment as it ages. The process of requesting an upgrade can be found in the policies section of the IT web page. The policies are named Academic Hardware Distribution Policy and Administrative Hardware Distribution Policy.

3. Responsibilities of Hardware/Software Users

Hardware Use: Quality computer hardware is provided to the campus community. Although normal wear and tear is expected, the IT Office makes every attempt to maximize the usable life of equipment through its practices of routine maintenance. Users are also responsible for helping the College maintain the quality of its computer hardware inventory by taking reasonable precautions with the equipment and avoiding situations in which equipment could be damaged, lost or stolen. Examples of such situations include but are not limited to the following: opening the hardware case and removing parts; leaving the equipment exposed to weather conditions; and setting plants, food, or drinks on top of computer components, risking spills and electrical damage. IT will bill departments for repairs beyond normal wear and tear and the replacement of any lost or missing parts required to restore the computer hardware to a useful state.

Software Use: When College computer equipment is deployed to an office, it arrives with the standard supported software and optional software on a case-by-case basis and the user or responsible party is asked to sign a deployment checklist. When a user makes the decision to load additional software, it is the user's responsibility to check for compatibility issues and viruses prior to loading the additional software. If a user is not sure how to check for compatibility or viruses, s/he should submit a Helpdesk request before loading any unsupported software. IT Technicians can provide general assistance with the steps needed to ensure that unsupported software is compatible with the software already loaded on the office machine, but it is the user's responsibility to investigate the specific software s/he wishes to load on the College computer. Should the system fail to function after loading unsupported software, IT Technicians may restore the system to the initial configuration delivered to the user. Upon the first occurrence of a complete system restore due to user modification, the user and their department management will be notified that if the machine is restored again for the same problem while assigned to the same user, the user's department will be billed \$150.

File Backup: The computer equipment provided by the College is equipped with a device (e.g. zip drive, compact disc read/write device) that enables the user to perform a backup of the information on the computer hard drive, usually referred to as drive C. It is the responsibility of each user to perform a backup of information stored on their local drive(s) according to an individually designated schedule, when all programs are closed and all files can be backed up. The media that will be used is either compact disk (CD) or zip disk, depending on the available hardware in the computer. The software that will be used is standard software that is provided with each computer. IT Technicians can provide general assistance with the steps needed to implement file backup procedures. Routine file backup creates a source for information files that can be invaluable in case of hardware failure, eliminating costly recreation.

Account Responsibility: Windows 2000 and XP computers are equipped with an administrator account that is used by IT Technicians in resolving problems. The user should not change the administrator account password or settings. Should a user change the administrator account password, the IT Technician will have to change the users' personal password to gain access to the computer and complete the trouble-shooting tasks. The user will then be responsible for changing their personal password from the generic one given by the Technician. Password rules will apply, i.e. not reusing a previous password, etc. For assistance in setting the personal password, please submit a Helpdesk request.

Equipment and Configuration Control: College computer equipment is deployed to an office in working order with the standard supported hardware and optional hardware on a case-by-case basis and the user or responsible party is asked to sign a deployment checklist. When a user makes the decision to change the equipment configuration by connecting additional hardware or removing deployed hardware, it is the user's responsibility to contact the Vice Provost for Information Technology for approval, by submitting a Helpdesk request, before changing the hardware configuration. Upon approval, the user is responsible for checking compatibility issues prior to connecting/disconnecting the hardware and loading/unloading any related software. IT Technicians can provide general assistance with the steps needed to ensure that unsupported hardware is compatible with the existing configuration, although it is the user's responsibility to investigate the specific devices s/he wishes to connect or disconnect. Should the system fail to function after

connecting/disconnecting hardware, the IT Technician may restore the system to the initial configuration delivered to the user. Upon the first occurrence of a complete system restore due to user modification, the user and their department management will be notified that if the machine is restored again for the same problem while assigned to the same user, the user's department will be billed \$150.

Equipment Upgrades: When a College machine is approved for upgrade, the equipment is replaced. When this occurs, the user is responsible for returning to the IT Technician all of the hardware components originally deployed to them. The signed deployment checklist will be used to identify the hardware components to be returned to IT. The IT Technician will determine what components will be attached to the user's new equipment and what components will be returned to the inventory pool for possible reuse. If the user cannot produce all of the original components, the user's Department will be required to pay for any missing items.

Equipment Inventory: An inventory of desktop and portable computers, monitors and printers is maintained by IT. When equipment is provided to a user by IT or returned from a user to IT, the location and responsible individual information is updated in the inventory system by IT staff. The inventory protects the assets of the College in the case of a disaster such a fire, flood, or other incidents of loss by providing information for warranty and insurance claims. Users are responsible for reporting lost, stolen or relocated computer equipment to the Helpdesk at extension 7000. Prompt reporting of equipment movement will insure the inventory is reliable and up-to-date. Gettysburg College bar code labels applied to the equipment are not to be removed, covered, or defaced.

Employee Changes: The Department is responsible for notifying the IT Helpdesk when there is a permanent change in the employee(s) using a computer. This notification will result in the dispatching of an IT Technician to re-image the machine to remove user-created files and establish the proper accounts for the new user(s). This action by IT protects the privacy of the files created on a computer by a previous user and insures that the new user will not be troubled by any configuration changes made by a previous user.

Personal Machines: IT Technicians are hired by the College to work on College equipment. Users should not ask IT Technicians to work on personal machines during college business hours.

Personal/Confidential Material: When personal/confidential material is placed on a computer in areas frequented by IT Technicians to perform support, the IT Technician has the option of asking the user to temporarily move the material elsewhere on the computer prior to performing the requested support. Examples of confidential material include sensitive and personal information. Examples of areas frequented by IT Technicians include: the Desktop, the Administrator Group Desktop.