

April 9, 2013

Information Technology Support and Accommodations for Tablets, Smart Devices and BYOD

Information Technology recognizes the usefulness and utility of smart devices such as tablets and smart phones ("devices") in today's educational and business environments.

The use of these devices is subject to the current Network Use Policy when they are used on any wired or wireless campus network. Please read the entire Network Policy for important details

<http://www.gettysburg.edu/dotAsset/15221.pdf>

IT welcomes these devices on our network subject to the Network Use Policy and the following.

Personally Owned Devices (also known as BYOD or "Bring Your Own Device")

If the desired device is capable of utilizing Wi-Fi service (802.11 a/g/n wireless), it may connect wirelessly to our unsecured external network called gbcwifi without any further interaction with IT. IT does not permit personally owned devices to be used for official college business involving sensitive or protected data as gbcwifi is not secure. Any violation of this restriction may make you personally liable for damages should a data loss occur.

IT can provide you with general guidelines and advice that may be useful when you are setting up and configuring your personally owned device. With the exception of this assistance IT provides no support for configuring your equipment, nor do we provide hardware support, software support, helpdesk support or assistance with any other problem you may have with your personally owned device.

College Owned Devices:

IT occasionally tests selected devices for suitability on our network. We are happy to share whatever information we have if you are considering a purchase. If you or your department purchases a device that is not known to work on the college's secure network you do so entirely at your department's financial risk if you are unable to use it.

IT does not provide funding for devices.

A department desiring to purchase such a product should order it through IT and provide a valid departmental GL number to fund the requested equipment in its entirety. When the product is received by IT it will be placed in the college's inventory as appropriate and configured to work on the college's secured network. In all other ways it will be delivered by IT to the purchaser as received from the factory. IT does not install software or "apps" or customize or "load" these devices in any way beyond as described in this paragraph.

We can help you restore your device to factory settings if you inadvertently corrupt your device but this may result in the loss of your programs, apps or data. IT does not backup or restore data or restore or

update operating systems, programs or applications on these devices so please make sure you safeguard your data and applications in other ways.

College owned devices on the college's secure network may be controlled by the network to insure security. This may include, but is not limited to, control of connectivity, use of passwords and the ability to remotely wipe (erase) the contents of the device if it is lost or stolen. If your college owned device is lost or stolen please contact the Department of Public Safety and IT immediately.

IT will make a reasonable and best effort to answer and resolve hardware, software and configuration questions regarding these college purchased devices. You may submit help desk requests, emails or telephone IT for assistance as necessary. Tablets and similar smart devices seldom contain serviceable parts so we are not able to fix hardware issues. Upon request, IT will act as your agent and handle factory repair or replacement (both warranty and out of warranty) if the requesting department is willing to pay for the desired repairs.

Policy Regarding Software and Licenses on Tablets and Similar Smart Devices:

IT has no software licenses of any kind for software or applications you install on devices. You are responsible for procuring and installing software or applications appropriate to your needs. All software or applications installed on Gettysburg College owned devices must be properly licensed. You may be asked to provide proof of licensing during a security audit.

IT does not recommend particular software or applications for use on a college owned device but we do sometimes test various software titles or know of users who have done the same. We are happy to share any information we have on different software for these devices. You can submit a helpdesk request for such advice or give us a call for assistance.