

Computer Support Policy

Personal Computer (PC)

This policy addresses employee personal computers.

1. The university issues standard computers to employee and faculty members as needed.
2. The university-issued computers must be kept for four years; monitors are replaced when they fail, and are expected to last six years.
3. When the time for replacement PC arises, an email is sent to faculty members presenting a choice between a laptop and desktop computer. It should be noted that laptops are less powerful, so they may not be able to run some applications.
4. Non-faculty employees are encouraged to get a standard desktop computer. Vice Presidents may decide where laptops are required.
5. The University standard PC runs on Windows. Faculty departments may choose Macintosh at their discretion. Non-faculty exceptions such as Macintosh or Linux require a request to the Information Technology (IT) department. It should clearly state why a non-standard computer is needed.

Trickle Computers

This policy addresses the use of trickle computers, which are computers that have outlived their useful life and are being sent to surplus. The re-purposing of a trickle computer is strongly discouraged. The use of trickle computers is subject to the guidelines below, and must receive specific approval from the Computer Technology Committee (CTC).

1. Before considering the re-purposing and use of a trickle computer, other computers within the department not being fully utilized should be considered. For example, adjunct faculty and part time employees are expected to share a single computer. Ideally the need for an additional permanent computer should be formally requested through the annual stewardship review process.
2. To request the use of a trickle computer, the *Request for Trickle Computer* form must be submitted. It must then be approved by the department head and dean. Appropriate supervisor level approval will be required in the case of non-academic personnel. The reason and justification for the trickle computer should be clearly stated in the request.
3. Trickle computers must be at least four years old, and they will remain in place for an additional two years before being replaced. They will not automatically be replaced annually. It should be noted that trickle computers are limited in their computing capabilities, so they may not be able to run some applications.
4. No university funds will be allocated towards upgrades or repairs. A department may choose to add additional memory to enhance the computer's performance at their expense. If the trickle breaks beyond repair, then another trickle will be put in its place. If no replacement trickle is available, the department will have to do without.

5. The purchase of a campus approved monitor is required for use with a trickle computer. No monitors on the surplus list will be allowed. Other costs may include the network costs associated with additional cabling or network ports.
6. No trickle computer will be placed in offices for personal secretaries.

Printers

This policy pertains to university printers for student and employee use.

1. The university does not supply printers for each individual employee. They are positioned strategically for group utilization and easy maintenance. Printers for student use are positioned in computer labs and other convenient places in buildings around campus.
2. These printers, in addition to most of their supplies, are paid for and maintained by the university. Some of the cost is covered by the fee incurred for printing pages.
3. Personal printers are discouraged. However, they may be allowed with preauthorization. Consult your building's CSR for more information.

Handheld Computing Devices

This policy addresses purchasing and support for handheld computing devices or Personal Digital Assistants (PDA).

1. Both personally-owned and university-purchased handheld computing devices may be utilized on campus.
2. Limited support will be available through the IT Division to facilitate connection of these devices to the campus calendaring and email system. Support will be provided for the two most common handheld operating systems: PalmOS and Windows CE.
3. Department Chairmen, College Deans, or Directors may approve requests for handheld computing devices where the value of the device is less than \$275.
4. Purchase requests for devices that exceed the \$275 limit must be approved by the respective Vice President.
5. To receive approval, these devices must be used for business purposes a minimum of 70% of the time and significantly enhance the individual's job productivity.

Technical Support Specialist (TSS)

Each building has a designated TSS available for employee technical assistance. Any employee problems or questions regarding the University's computing resources should first be addressed to the appropriate TSS.

Helpdesk

The Helpdesk provides the following services:

1. The Helpdesk is mainly for student support, regarding laptops, wireless connectivity, on-campus housing connectivity, Internet connectivity, accessibility to Web pages, e-mail, e-learn, NetID, passwords, etc.
2. Employees may receive help from the Helpdesk before or after hours. They may contact their appropriate TSS for technical support as needed.

Cell Phones

This policy provides information on eligibility, acquisition, payment, and related issues pertaining to the university cellular phone service.

1. Employees may request a personal cell phone through the University cell phone program. They may have more than one cell phone provided they take complete responsibility to pay for each cell phone and subject to their credit history.
2. Departments may subsidize for department business. A department may receive a department cell phone if there is no need for personal use by an employee.
3. Cell phone contracts and agreements change from time to time. Detailed information and application forms can be found in the Information Technology web pages.

Requesting Resources

This policy outlines the procedure for requesting a resource from the university. Initiatives requiring significant resources should be approved during the stewardship review process and/or through the appropriate vice president. Formal requests for specific services and resources should be approved by department heads, submitted for approval through the respective vice president, and taken to CTC for final approval.

Requesting Moves, Additions, or Changes

Attempting to move any IT computing resources without the proper assistance and preauthorization is prohibited. Contact the Technical Support Specialist (TSS) for your building to request and arrange for any computer or lab moves, additional computers, or other changes related to computing resources.

Licensing

This outlines the University's policy regarding licensed applications.

1. IT centrally manages many software licenses. Before a department purchases any software, they should check with IT to make sure the University doesn't already own licenses or may get licenses at a lower cost.
2. The university provides the software necessary for all university-related business. Legally, each individual purchase of licensed software only allows for installation on one computer. Certain licensing agreements may provide exceptions for laptops or other personal computers provided the use is for University-related business only. Consult your appropriate Technical Support Specialist (TSS) for more information.

3. Do not replicate, install, or make changes to any licensed software without legal preauthorization.
4. Abide by all licensing policies relevant to the university IT resources.

Surplus Computers

This policy guides the surplus of computers by BYU-Idaho. All employees are required to ensure computers that will no longer be utilized by the campus are sent to surplus according to this policy.

1. The authority to determine which computers should be sent to surplus, and which will be utilized on campus, lies with Information Technology (IT).
2. When a computer is sent to surplus, the disk drive must be erased. Not only must the files be deleted, but the disk must be overwritten so the files cannot be retrieved by someone else.
3. Determination of how the computer should be sent to surplus will be a coordinated effort between IT and the Purchasing department.
4. There are several alternatives established which can be utilized to surplus computers. They should be considered according to the following prioritization:
 - a. The Church Headquarters Local Unit SupportTeam has authorized Local Units to use
 - b. Surpplus computers available from the University as long as these computers meet specified criteria.
 - c. Local Units interested in using surplus computers may submit a written request to the Surplus Office.
 - d. The Surplus Office will contact a Church representative to verify machine specifications and obtain approval.
 - e. Upon approval, arrangements will be made with the Local Units to pick up the computers.
 - f. The Surplus Office will coordinate with other Church entities who have expressed interest in using the surplus computers including, but not limited to the following: Church Humanitarian EffortFamily History Department
 - g. Computers should be sold at an amount designated by the IT Division and the Surplus Office
 - h. Donated to Deseret Industries
 - i. When approved by the Associate Vice President for Technology, retiring employees can purchase computers without going through normal surplusing process.
 - j. Computers should be sold at an amount designated by the IT Division and the Surplus Office
 - k. Retirees should be made aware of the licensing requirements and are expected to adhere to them
 - l. Any other exceptions to this policy must be approved by the Computer Technology Council (CTC).

Exceptions

Any special requests should be submitted to the IT department.