

ITS Desktop Computer Support Policy

The document that follows explains in detail the scope of the coverage provided. It includes the following topics:

- Purpose
- Definition of Full Support
- Support Methodology – How support services are delivered
- Request Procedure – How to report problems and get assistance
- Computer Privacy Statement
- Supported Hardware
- Supported Software
- Special Support
- 3rd Party Support

Purpose

Henderson State University's Information Technology Services organization is under the direction of the Chief Information Officer. Its primary mission is the support of faculty and staff desktop computers. Support is also provided for printers, laptops, and hand-held computing devices such as phones and tablets purchased through ITS. The support services described in this document are provided by an experienced staff of ITS technicians who work with faculty and staff members to ensure that their computer equipment is properly maintained and performing reliably. The enforcement of this policy is to ensure ITS is fulfilling its role in providing support as efficiently as possible.

The basic desktop support policy is to support all computer-related equipment purchased through ITS in use by faculty and staff on the Henderson State campus. However, the enormous variety of this equipment makes it impossible to deliver the same level of service for all devices. All standard desktop computers (PCs and Macs) purchased through and configured by ITS staff receive full support. Full support is also provided for departmental network-connected printers purchased through ITS. Every effort is made to respond to all requests for help but the level of support may be limited for some computers and peripherals, depending on their hardware configuration, software configuration, function, age or other factors. ITS' approach is to take a proactive role and work with the university departments and individual faculty and staff members to make sure that the equipment purchased is supportable and ensure, through proper maintenance, that it continues to function reliably for its expected life span. An important part of this approach is to work with administration to plan for a realistic replacement cycle to eliminate unreliable and obsolete equipment before it becomes a liability.

Scope of Coverage

Definition of Full Support

Full support for computers, printers, and software includes the following:

- Initial installation and setup
- Customization for the user or department within reason
- Upgrades (as needed)
- Diagnosis and correction of reported problems

Requests for hardware upgrades will be evaluated to determine if they are appropriate and recommendations will be made. For example, a request for an upgrade whose cost would exceed the cost of new equipment would be discouraged.

Although it is part of the ITS's function to answer questions and instruct faculty and staff in the proper use of their equipment, extensive training in the use of supported hardware and software is not one of their support functions.

Support Methodology

Technicians are not assigned to specific types of requests. Requests are assigned to the next technician in rotation. The following list describes their method of operation:

- Once a request is received, the assigned ITS technician will respond either by phone, by email, or in person within 48 hours.
 - Requests are handled during normal working hours, Monday through Friday.
 - Requests will be prioritized according to urgency and number of users affected. Problems affecting an entire department (i.e. the inability to connect to the network or access a departmental printer) will usually take priority over individual problems. Non-operational computers will receive a higher priority than machines which are experiencing non-critical or intermittent problems. Computer viruses are given high priority because of their destructive potential and ability to infect other computers. Requests of approximately the same urgency will be handled on a first-come-first-served basis.
 - If the computer will be out of commission for longer than one day, a temporary replacement will be provided if available.
 - When appropriate, ITS may dispatch a student worker to attend to the problem.
 - The technician will utilize remote support tools when appropriate to provide quick problem resolution.
 - The requestor will be notified via email when the request is considered resolved. If the requestor indicates that problems still exist or that additional assistance is needed in this matter, the technician will continue working on the problem until both parties are satisfied or escalate the request to the appropriate level. If new or unrelated problems have occurred, the user should submit a new request.
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Request Procedure

All requests are logged into ITS' service management platform. Any faculty or staff member who would like assistance must submit a support request by visiting help.hsu.edu and sign in with their Google account. Should a request be made directly to technician, s/he will direct you to ITS HelpDesk at help.hsu.edu or helpdesk@hsu.edu. For extreme emergencies, faculty or staff may call 870-230-5678. Calls made to this number that aren't deemed extreme emergencies by the ITS staff member might be transferred to HelpDesk.

In the case of special events requiring computer preparation to be done by ITS (registration, Heart Start, sporting events, etc.), HelpDesk should receive notice at least 2 weeks in advance of the event date.

Computer Privacy Statement

Please see Computer Privacy Statement section of the Henderson State University Employee Handbook.

Supported Hardware

Computers

Full support is provided for desktop computers purchased through ITS and in use at campus locations.

Set-up of New Computers: Full support for new equipment includes pre-configuration of all hardware and software to Henderson State University standards by ITS and on-site set-up by a technician. The technician will make certain that the new machine is fully functional and that the user can access any resources (via the campus network or the Internet) that are needed to perform job responsibilities. Before commencing an on-site set-up, all data from the old machine will be transferred to the new computer.

Service to Deployed Computers: A technician will respond to all requests for assistance and evaluate the nature of the problem. Most problems can be corrected on site, including simple hardware replacements, software installation, upgrades, or re-configuration. In more complex cases, the technician may consult with ITS network support or server support staff, or other technical specialists to fully diagnose the problem and determine if the cause is within the computer or caused by external factors. If extensive or specialized hardware repairs are required or a complete re-installation of the computer's software is necessary, the machine may be brought to ITS for repairs. In such cases, if the computer will be unavailable for more than one day, a temporary replacement will be provided if available. This will most likely not be the same make/model computer and may not have all of the same capabilities, but it will perform the basic

functions required for desktop computing (email, Internet access, and the standard HSU software configuration).

Redistributed Equipment: As computers are replaced, older computers will be available for redistribution. These computers are to be used only in non-critical areas, by non-critical employees (student workers, graduate assistants, etc.). These computers come with no warranty and therefore if components begin to fail, they will be collected and not replaced. However, if a technician evaluates a non-hardware related problem and finds it can be easily repaired, will do so. If extensive time or cost will be required, the computer will be collected and not replaced. There are a limited number of redistributed computers each rotation cycle and can be requested on a first-come, first-served basis. Requests for redistributed computers can be made through the HelpDesk request platform at help.hsu.edu.

Printers

Each department should have one or more networked Hewlett Packard LaserJet printers. Full support is provided for these printers. Departmental staff should be familiar with basic printer operation (i.e. how to power the printer down/up, how to clear a paper jam, replace toner, etc.). The HelpDesk provides the first level of support for problems with these printers. Before calling for help, the individual should check to see if others are able to print successfully to the printer so it can be determined whether the problem lies with the printer or an individual's computer. If HelpDesk cannot resolve the problem, a technician will perform repairs. If the problem persists, an outside vendor will be called to make the repairs. If the call is authorized by ITS, there will be no charge to the department for these repairs. However, for some older printers, extensive repairs may not be justified and replacement of the printer will be recommended.

The technicians may attempt to resolve problems with non-supported or special-function printers, but cannot guarantee results. If considering such a purchase, the department should consult with ITS for recommendations.

Procedure for Purchasing Laser Toner Cartridges

1. In agreement with Henderson's Hewlett-Packard laser printer service agreement, all laser toner cartridges should be purchased from Henderson State University's Information Technology Services.
2. Email Lisa Buck (ITS Purchasing Specialist) at buckl@hsu.edu with the following information:
 - a. Model of your HP printer (example HP M451DN).
 - b. Color of the cartridge that you need (Black, Cyan, Magenta, Yellow).
 - c. Quantity of cartridges.
 - d. Account number of your department for the cartridge to be charged to.
3. Lisa Buck will email you when your cartridge is ready to be picked up, usually the same day.
4. Pick up your toner cartridge from Lisa Buck in Foster 205.
5. Return all used cartridges (and boxes) to Lisa Buck in Foster 205. Please do not throw the box away. All used cartridges will be sent back to be recycled.

By following this procedure this helps ITS keep a "*Reddie*" supply of cartridges for use on campus.

Other Hardware Devices

All faculty and staff should consult with ITS before purchasing any special-function equipment. ITS can recommend equipment that will be compatible with the computer and operating system. The equipment should be purchased through ITS to ensure that any problems with the equipment on delivery or during warranty will be handled expediently. We cannot support equipment purchased independently which turns out to be incompatible with the computer or operating system, or when the software required for its use conflicts with other critical software on the system.

Research and scientific equipment falls into a special category. In light of the enormous range of specialized devices that can fall into this category, technicians may have no experience with the specific type of equipment and cannot guarantee that it can be made to function properly if problems develop. In such cases it will be necessary to arrange for on-site service from the vendor or ensure that the faculty/staff of the department has been trained in its use and support. If the device must connect to any HSU systems or to the campus network, ITS must always be consulted on compatibility issues.

Supported Software

When the software installed on a computer is out of date, it becomes more difficult and time consuming to service and can pose a security risk to the University. Beyond a certain point, technical assistance can no longer be obtained from vendors, compatibility problems arise, and familiarity of the ITS staff with the software diminishes. For this reason, there are also minimum supportability standards for computer operating systems and commercial software. Software purchased without ITS consultation will not be supported by ITS, excluding software purchases made by the Instructional Technology department.

Operating Systems

ITS supports all current versions Microsoft Windows and Mac OS X operating systems.

Commercial Software

In order to comply with software licensing regulations, technicians will install only legally licensed software.

Microsoft Software

ITS has negotiated a software agreement with Microsoft that licenses all Henderson State University faculty, staff, and students with Microsoft Office. All software in this category is fully supported, excluding Outlook.

Obsolete Software

As software companies release newer versions of software, the old versions eventually become obsolete for the following reasons:

- The software vendor no longer offers technical support for problems encountered
- The files or documents created by the software may be in a format no longer recognized by current software, making them un-sharable
- The original disks from which the software was installed may have been lost or damaged and can no longer be replaced
- The software will no longer run under current computer operating systems

ITS does not support software that falls into these categories. If a user or department needs assistance with such software, ITS will recommend a currently supported software package that will perform the required functions. ITS may assist the user in making the transition to the new software.

Special Support

Faculty working off-campus

ITS is unable to provide on-site service for computers at non-HSU locations. Faculty on sabbatical or faculty working from home who encounter computer problems should first visit the HelpDesk request platform at help.hsu.edu for assistance. The assigned technician will evaluate the problem and attempt to fix it over the phone or with remote support tools if appropriate. If the problem is too complex or hardware problems are indicated, the technician will advise the user to bring the computer in to ITS, where further trouble-shooting and repairs can be made.

Third-Party Support

ITS is not responsible for issues that occur on non-HSU computer-related equipment or any set-up required with such. ITS' only obligation to 3rd party contractors on-site is functioning network access.