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SAS Computer Maintenance Policy

MAINTENANCE OF OFFSITE AND PERSONALLY OWNED IT EQUIPMENT

Policy Statement: This policy outlines the standards for maintenance and support of university owned equipment that is portable or removed from university property and for personal equipment that is used for university business.

Reason for Policy: To clearly identify the responsibilities of technical support staff when working on different equipment that is portable, has been removed from university property or is personally owned.

Who should read this policy: All members of the School of Arts and Sciences

SAS IT OFFSITE COMPUTER SUPPORT POLICY

A.   **Introduction**

It is the policy of the School of Arts and sciences to provide IT support to faculty, staff and students in the School of Arts and Sciences. This includes university owned equipment that is mobile, frequently used offsite or permanently located at an offsite location. Also included in this policy is personally owned equipment (such as cell phones and tablets) that may be minimally used to conduct university business.

This policy defines the level of service that full and part time technicians working for the SAS IT office can provide when working on different types of equipment.

This policy applies to all users of SAS computing and information technology resources. This includes but is not limited to faculty, staff, graduate students, guests, external individuals or organizations.

B.   **Equipment Definitions**

1. Computer - Laptop or desktop system that consists of a physical keyboard, display, CPU which may also include other peripherals.

2. Tablet – A general purpose computer contained in a single panel which may include external accessories such as keyboards, speakers, adapters, etc. (Example: iPad)

3. Smartphone – A general purpose handheld computer contained in a single handheld device that contains appropriate hardware to place and receive telephone calls over a cellular network. (Example: iPhone)

4. Handheld – A general purpose handheld computer contained in a single handheld device. (Example: iPod Touch)

5. Router/Wireless Access Point – A device that allows for the connection of a properly equipped wireless WiFi card to a wired network using radio waves and may also provide network services such as network routing, network address translation, firewall, etc.

6. Cellular Hotspot – A device that serves as a network gateway from a cellular network to allow the connection of one to several WiFi devices.

7. Printer – Device designed to create hardcopy printouts from electronic information.

8. **Software** – Programs that are used directly to support University research that is properly licensed by the University or by the user for use in conducting University business. This includes free software that has been selected as standard for use by the SAS (such as Thunderbird and Firefox).

C.   **Technician Responsibilities**

1. University owned equipment

SAS IT technicians will provide full support for software and hardware listed in section **B** that is owned by the university and has been properly signed out. This includes the installation of necessary software, updates and patches as well as troubleshooting and repair of any issues related to the operation of the devices. Details on connectivity and other support issues are included below:

> **I. Networking** – Technicians are only responsible for making sure that devices purchased by the University are configured and are operating properly. Technicians are not responsible for troubleshooting problems with the connection to wireless or wired networks that are not owned by Rutgers. The individual service provider should be contacted for help with these issues (e.g. Comcast, Optimum Online, Verizon, etc).

> **II. Software** – Technicians are responsible for maintaining and supporting software on the workstation as it is defined in section B. Technicians are not permitted to assist with the installation or maintenance of other software on the system (e.g. personal banking or tax preparation software). All software installs on university owned machines should be directly related to university business and performed by SAS IT technicians. If software has been installed on the machine that is interfering with the proper operation, the technician can remove it but is not responsible for any loss of data that may result. Further action may be taken if unauthorized software is installed on university owned equipment, especially if it interferes with proper operation or violates SAS or University policies.

III. Hardware – Technicians are only responsible for supporting any hardware issues that arise with university owned equipment. If the user has additional non-university owned equipment that they would like connected, the technician can assist with the installation of the necessary drivers, however, if issues arise, it is the responsibility of the user to work with the relevant company's technical support to resolve the issue.   Examples include multiple monitors, scanners and printers.

V. Configuration – University owned systems are typically configured by our technicians to adhere to our configuration standards. This configuration includes an administrative account for our technicians, virus scanning software, etc. If our technicians are asked to allow the user to perform the configuration, the support policy on that machine will follow those laid out for equipment not owned by the university unless the request is to reconfigure the machine to adhere to SAS IT standards. Since there are many reasons why someone may need extended rights to a system, decisions regarding these privileges will be handled on a case by case basis in consultation with the relevant Chairperson or supervisor.

VI. User Data – Users are responsible for backing up any personal data that is on the system. SAS technicians will not be responsible for the loss of personal music libraries, photos, videos or other personal content.

VII. Unauthorized Usage – A certain amount of incidental personal usage is expected on University devices that are mobile or stationed offsite. For example, it is not uncommon for a University system to be used for personal e-mail and authoring documents, however, systems that are used disproportionately for non-University business will not be supported. The first time the problems arise, the system will be restored to its original supported state. If it occurs again, the system will not be supported. Examples of disproportionate usage include but are not limited to the installation of unauthorized software (e.g. games unrelated to research), creation of accounts for users who are not affiliated with the university, evidence that the system is used primarily by someone who is not employed by Rutgers, evidence of copyright infringement, etc.

2. Equipment not owned by the university

As a general rule, SAS IT technicians are not permitted to work on equipment that is not owned by the university, however, the integration of newer computing devices into most users' everyday routines necessitates some flexibility on this issue.   Technicians will provide limited support for non-university owned devices. When technicians are asked to provide services on non-university equipment, the owner assumes all responsibility for any problems that may result.

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I. On Campus

Occasionally we'll receive a request to connect a personal machine to the Rutgers network. This is permitted but with some limitations as detailed below:

> **a. Proper Usage –** Users who request that their personal systems be connected to the Rutgers network must agree to adhere to the Rutgers Acceptable Use Policies and follow all procedures as specified by their local computer support representative. This includes insuring that the system is free of malware, patched and updated and that all software on the system is properly licensed.
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> **b. Email –** Technicians are permitted to configure e-mail software to connect to Rutgers mail servers from non-university machines on campus, however, they cannot provide ongoing support for the software, only the connection.
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> **c. Calendaring –** Technicians are permitted to configure software to access our calendar server from non-university own machines on campus, however, they cannot provide ongoing support for the software, only the connection.
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> **d. Wired Network Connectivity –** Technicians are permitted to connect personally owned machines to the Rutgers network after having verified that the computer is running up-to-date malware protection that is being maintained by the user. The machine is subject to disconnection at any time should the system become compromised or if the university acceptable use policy is violated. Should the machine contain malware, it is the responsibility of the owner to clean the system before it can be connected to the network.
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> **e. Wireless Network Connectivity -** Technicians are permitted to connect personally owned machines to an individual departmental wireless network other than the RUWireless system provided the computer is running up-to-date malware protection that is being maintained by the user. This involves the connection to and entry of the necessary security credentials. Those wishing to connect their device to the RUWireless network should utilize the documentation and support provided by the group that runs that system. Should the machine contain malware, it is the responsibility of the owner to clean the system before it can be connected to the network.
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> **f. University Licensed Software –** Virtually all of the university's licensed software is restricted to use on systems that are owned by the university. Even in cases where this restriction doesn't exist, technicians cannot install software on personally owned machines with one exception. Technicians can assist in the installation of the VPN client software that is provided by the university but with the stipulation that we are not responsible for any problems that may result.

g. File and Printer Sharing – Technicians are permitted to configure user systems to print to network printers and copiers as long as the proper print accounting software will function properly. Access to SAS Novell servers should be limited to WebDAV and NetStorage access. The Novell client should not be installed on computers that are not university owned.

II. Off Campus

There are a number of users who use personally owned equipment for university business. While there are certain areas where technicians can provide assistance, it is important to note that it does not entitle users to support from SAS IT staff. If your department determines that you need additional support for your home computer, a computer should be purchased by the department so the policy regarding university owned equipment applies.

a. Email – Technicians are permitted to assist users to configure SAS supported e-mail software to connect to Rutgers mail servers from non-university machines for use off campus, however, they cannot provide ongoing support for the software, only the connection.

b. Calendaring – Technicians are permitted to configure SAS supported software to access our calendar server from non-university owned machines from off campus, however, they cannot provide ongoing support for the software, only the connection.

c. Wired Network Connectivity – Technicians are not permitted to assist in the connection of any systems to non-university networks. Users requiring assistance in this area should contact the technical support group that handles the network to which they wish to connect.

d. Wireless Network Connectivity - Technicians are not permitted to assist in the connection of any systems to non-university networks. Users requiring assistance in this area should contact the technical support group that handles the network to which they wish to connect.

e. University Licensed Software – Virtually all of the university's licensed software is restricted to use on systems that are owned by the university. Even in cases where this restriction doesn't exist, technicians cannot install software on personally owned machines.

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f. Location

Under no circumstances can a technician travel to a location that is not owned by the university to service equipment.   Every effort will be made to either instruct users on how to effect repairs over the phone or utilize remote control software but, should those efforts fail, the individual will be required to bring the necessary components to campus so the technician can resolve the issue.

g. Hiring Employees For Personal Services

Under no circumstances is any SAS IT employee, full or part time, student or not, permitted to work for someone who is entitled to any type of support from the Rutgers School of Arts and Sciences without prior approval from their supervisor.

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