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<b>PURPOSE OF POLICY:</b>	This policy defines the guidelines for coordinating and performing computer support on personally owned computers. Exceptions to this policy must be approved by the Vice President of Administration and Information Technology.
<b>CUSTOMER RESPONSIBILITY:</b>	<ul style="list-style-type: none"><li>• Customer must be associated with the University as a student, faculty or staff member</li><li>• Computer must have a legal operating system</li><li>• Computer must meet personal computer minimum requirements. <i>myu &gt; Technology Tab &gt; Personally Owned Computers</i></li></ul>
<b>STUDENT SUPPORT OPTIONS:</b>	<ul style="list-style-type: none"><li>• <b>Eligibility Requirements</b><ul style="list-style-type: none"><li>○ Active Student Status</li><li>○ Computer is used on campus</li></ul></li><li>• <b>Priority Status</b><p>Priority status is based upon the model of the computer at the time service is requested. The priority levels are:</p><ul style="list-style-type: none"><li>○ <b>Ultimate computer support:</b> Computer must be one of the recommended professional/business grade computers</li><li>○ <b>Premium computer support:</b> Computer must be one of the recommended consumer grade computers</li><li>○ <b>Standard computer support:</b> computer must meet minimum requirements</li></ul><p>Computer support options are defined in more details at <a href="http://www.usd.edu/technology/student-computer-support-options.cfm">http://www.usd.edu/technology/student-computer-support-options.cfm</a></p></li><li>• <b>Fee for Services:</b><ul style="list-style-type: none"><li>○ Fees will be determined prior to service.</li><li>○ Fees are based on the current hourly rate.</li><li>○ All fees must be paid in full before the computer can be returned</li><li>○ Appropriate payment methods are:<ul style="list-style-type: none"><li>▪ Personal Check</li><li>▪ Cash</li></ul></li></ul></li><li>• <b>Unsupported Services</b><p>In the following instances services may be denied and the computer will</p></li></ul>

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be returned to the owner without resolution. There will be no charge for services that are denied.

- Service requested is not listed as an available service
- Computer does not meet the personal computer minimum requirements
- Computer is unable to connect to the university network due to hardware or software issues
- Hardware related issues not covered under the available warranty services
- Peripheral devices such as printers and scanners

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**FACULTY/STAFF  
SUPPORT:**

- **Eligibility Requirements**

- Active faculty/staff status
- Laptop is used on campus

- **Services Available**

- Network Connectivity
- Virus/Malicious infections: limited support and consultation

- **Priority Status**

As faculty/staff are provided with a university owned computer to perform their job duties, personally-owned laptops will receive minimal support. A personally-owned laptop should not be used as a primary system. Student systems will always receive the highest priority.

- **Unsupported Services**

In the following instances services may be denied and the computer will be returned to the owner without resolution. There will be no charge for services that are denied.

- Service requested is not listed as an available service
- Computer does not meet the personal computer minimum requirements
- Computer is unable to connect to the university network due to hardware or software issues
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**PEAK TIMES**

- During peak times of the year, service on personal computers will be delayed. The Help Desk staff will provide customers with an estimated time to completion. The customers' acceptance of the ITS Help Desk Service Contract acknowledges the delay.

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**UNCLAIMED PROPERTY:**

- Computers brought into the Help Desk must be picked up within 5 working days of service completion
- The computer will be identified as abandoned property if it has not

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been picked up by the 6th day after completion of service

- Notification will be sent to the owner of the computer via their USD email account once the computer is identified as abandoned property
- Abandoned computers will be held for 90 days
- After 90 days the computer hard drive will be destroyed, and the computer disposed of properly

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**SEVERE INFECTIONS:**

- If a computer is determined to have infections which may cause harm to other computers connected on the University network the infected computer will be prevented from gaining access to the university network.

Before connectivity can be restored the Help Desk must verify infections have been successfully removed.

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