

INFORMATION TECHNOLOGY SERVICES POLICY

Name of Policy **Personal Computer Support**

1. Purpose

This policy defines the guidelines for coordinating and performing computer support on personally owned computers. Only support that is consistent with the criteria of this policy or has been granted an exclusive written waiver by the Vice President of Information Technology is approved.

2. Scope

This policy applies to support of personally owned computers for members of the university community including faculty, staff, students, and affiliates.

3. Definitions

3.1 Spyware

Any software application that covertly gathers user information through the user's Internet connection without his or her knowledge.

3.2 Adware

A separate program that is typically installed at the same time as a shareware or similar program which displays advertising banners.

3.3 Malware

Hardware, software, or firmware that is intentionally included or inserted in a computer system for a harmful purpose.

4. Policy Statement

Support is to be provided only to members of the university community who meet eligibility requirements.

5. Responsibility

5.1. Eligibility

- Students living on campus
- Students, faculty or staff who use a portable laptop computer on campus
- Computer must meet minimum requirements
http://www.usd.edu/its/helpdesk/hw_reqs.cfm

5.2. Services available at no charge

- Connecting to the USD network through approved methods
- Installing/updating USD's most recent version of anti-virus software
- Installing/updating applicable security patches
- VPN configuration
- Warranty services on approved models
- Virus removal on personal computers connected to the USD network
- Spyware/Malware/Adware removal on personal computers connected to the USD network

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5.3.Services available for a fee

Fee based services are only available to students who meet eligibility requirements.

- Operating System Repair, Reinstall, Upgrade
- Additional Services available upon approval

5.4.Unsupported Services

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

- 5.4.1. Computer does not meet minimum hardware and software requirements
- 5.4.2. Virus and Spyware/malware/adware removal, system reload or other hardware and software issues on faculty/staff/affiliate personally owned computers not connected to the USD network.
- 5.4.3. Hardware related issues that are not covered under warranty services on approved models..
- 5.4.4. ITS is unable to remove the virus/spyware/malware/adware using available tools.
- 5.4.5. For computers severely compromised and infected with a large number of viruses and/or spyware/malware/adware applications, access to the network will be blocked for the infected computer until a reload is completed and verified.

5.5.Fees

- 5.5.1. Fees are based on the amount of time spent performing the work on the computer, at a rate of \$27 per hour for student computers and \$35 per hour for faculty and staff computers.
- 5.5.2. All fees must be paid in full before computer can be returned to the customer. Appropriate payment methods are personal check or cash. Credit cards are not accepted.

5.6.Unclaimed Property

- 5.6.1. Computers brought into the ITS Help Desk for service that are not picked up will be considered unclaimed property after 5 working days.
- 5.6.2. Owner will be given 90 days to reclaim their computer. Notification will be sent via their USD email account.
- 5.6.3. Owners will have the option to have their data destroyed immediately and waive the 90 day waiting period.
- 5.6.4. At the end of the 90 day period the computer will become the property of ITS, and all data will be destroyed.

5.7.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.