

DRAFT 1.3

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Section x	IS Security Policies	mm/dd/yy	-Effective
		mm/dd/yy	-Revised
Policy x.xx	ITS Hardware & Software	Information Technology Services-Author	

1. Introduction

Information Technology Services (ITS) provides assistance with selection and support of computer hardware, audio & visual equipment and software.

2. Purpose

The policies and standard operating procedures below are designed to assure operation and compatibility with existing and new applications (network or local computer) and to ensure appropriate and efficient ITS support.

3. Audience

All employees or students that use ITS resources.

4. Definitions

4.1. ITS computing equipment includes but is not limited to desktops, laptops, network printers and scanners.

4.2. Audio and visual equipment includes but is not limited to projectors, TVs, DVD players, Smart-Classroom equipment and video conferencing equipment

4.3. Examples of equipment not covered by ITS includes but is not limited to digital cameras, fax machines and department specific specialty equipment.

5. Policy Statements

The Technology Replacement Task Force (TRTF) is...(a statement of authority and responsibility goes here)

5.1. ITS Computing Equipment

5.1.1. ITS will determine the standard PC and laptop specifications for bulk purchases.

- 5.1.2. Amarillo College employees will be provided with one computer system unless the supervisor justifies a need for more to the Technology Replacement Task Force (TRTF).
- 5.1.3. Department Chairs and Program Coordinators will determine the year of replacement for all computers used by their staff.
- 5.1.4. Department Chairs and Program Coordinators will determine the type of computer (desktop or laptop) assigned to their staff.
- 5.1.5. Requests for computing systems that are beyond the standard must be presented to the TRTF for approval.
- 5.1.6. Employees assigned a laptop computer will sign a Laptop Liability form before taking possession of the laptop. (attachment for liability sheet here)
- 5.1.7. ITS is responsible for all computing equipment deployment, pick-up and/or redistribution. Other personnel must work with ITS and the TRTF if planning to redistribute computers both within or external to the department.

5.2. Software

- 5.2.1. Division Chairs, Department Chairs and/or Program Coordinators are empowered to select software for academic and administrative functions for TRTF approval.
- 5.2.2. Prior to acquiring new software applications, requestors are to communicate with appropriate ITS personnel to assess compatibility and pricing options. (Link to submission sheet goes here)
- 5.2.3. Software selections that impact a group beyond an individual department must follow Change Management policies and procedures. (Link to Change Management Policy)
- 5.2.4. ITS will maintain a current purchased software inventory for all AC campuses.
- ~~5.2.5. All software purchases must be approved by the Director of Networking and Telecommunications and the CIO.~~
- 5.2.6. ITS will secure copies of media (if appropriate) and key or product codes in addition to the department purchasing the software.
- 5.2.7. Departments retaining key codes must notify ITS of all installations and un-installations of software if not performed by ITS staff.
- 5.2.8. Administration, technical support, and training for curriculum or function specific applications is the responsibility of the department purchasing the software. ITS is responsible for assuring the application
- 5.2.9. AC employees are to adhere to licensing policies for all software used.

5.3. Audio Video

- 5.3.1. ITS Equipment Services is responsible for maintaining the inventory and supporting the functionality of all AC audio-Video equipment.
- 5.3.2. ITS Equipment Services is responsible for delivering and picking up equipment for both one-time and regularly scheduled use.
- 5.3.3. In the event of an equipment shortage, ITS Equipment Services can temporarily redeploy equipment that has been checked out for the semester to fulfill a short term need.
- 5.3.4. ITS Equipment Services does not provide equipment for non-college sponsored activities.
- 5.3.5. AV equipment will be distributed for use according to the following priorities.
 - 5.3.5.1. Classroom and official college programs
 - 5.3.5.2. miscellaneous administrative use
 - 5.3.5.3. faculty use for instructional preparation
 - 5.3.5.4. support of student activities
 - 5.3.5.5. other campus use
- 5.4. College-owned equipment may be reserved for use, subject to availability, by any employee of Amarillo College for use at a College-sponsored activity, provided that proper check-out procedures have been followed.
 - 5.4.1. Amarillo College reserves the right to deny use of equipment if deemed not to be in the interest of the College.
 - 5.4.2. Equipment may be checked-out for off campus use overnight and over weekends for instructional preparation or presentation and is subject to availability.
 - 5.4.3. Students may only check-out equipment for instructional/class projects, not for personal use. A valid student I.D., written authorization from the instructor and the type of equipment requested is required. The student's instructor assumes responsibility for the use and security of the equipment. Students will follow the same procedures as Instructors/Employees for off campus equipment check-out.
 - 5.4.4. LCDs and laptop computers may be checked out for 24 – 48 hours but cannot be checked out for a whole semester.

6. Guidelines and Standard Operating Procedures

- 6.1.1. On Campus Use: Equipment will be delivered to a secure location, set up before the time requested and retrieved by Equipment Services personnel.
- 6.1.2. Requests must be received 24 hours in advance of the time at which the equipment is needed.

6.1.3.If video or computer projection is required, the request must be received 48 hours in advance.

6.1.4.Off Campus Use: A request must be received 72 hours (not including weekends) prior to the time that the equipment is needed. Equipment Services cannot guarantee the availability of the desired equipment. The person making the request will be notified at that time if the equipment is not available. The person making the request must pick up, sign for, and return the equipment to Equipment Services Distribution, Russell Hall-121. For College-sponsored activities, Equipment Services personnel can be available for delivery, set-up, and retrieval of the requested equipment.

6.1.5.Equipment Deliveries for Off Campus, College Sponsored Functions: All functions must be scheduled where equipment can be delivered to a secure location and pick-up can be made during normal working hours. The request must be received and approved a minimum of 3 working days in advance of the setup.

6.1.6.Late Requests for Equipment: Equipment Services cannot guarantee availability and/or delivery of equipment requested less than 24 hours in advance of the need. Faculty and staff making late requests may have to pick up equipment, subject to availability, from Equipment Services in Russell Hall 121. The user must return this equipment unless prior arrangements have been made.

6.2.

7. Supporting Information

8. References

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