



University of New Haven

Policies and Procedures

**Policy Title: Office of Information
Technology Computer System Support**

**Policy No.: 7050 Rev.: 0
Effective Date: November 13, 2014
Last Revision: November 13, 2014**

Responsible Office: Office of Information Technology
Responsible Official: Associate Vice President for Technology & CIO

Contents

Scope.....	1
Policy Statement	1
Reason for the Policy	2
Definitions.....	2
Policy Sections.....	2
7050.1 Support of Computer Systems.....	2
7050.2 Operating System and Application Support	3
7050.3 Installing Software	3
7050.4 Responsibilities	3

Scope

This policy applies to all the University of New Haven’s employees, including full-time staff, part-time staff, contractors, freelancers, and other agents who utilize university-owned computers and equipment to access and utilize the organization’s data and networks.

Policy Statement

It is the responsibility of all employees who use university-owned computers and equipment to use the equipment responsibly and for university purposes only. Employees are also expected to abide by the policy statements and understand what actions to take if computer equipment is not

functioning properly.

Reason for the Policy

The purpose of this policy is to define standards, procedures, and restrictions for use of university-owned computer equipment.

Definitions

OIT: Office of Information Technology

OS: Operating System

Policy Sections

7050.1 Support of Computer Systems.

The Office of Information Technology supports all computer systems owned by the university.

Any problems requiring computer support are to be initiated by contacting the helpdesk (ext. 8324 or help@newhaven.edu) and providing the details necessary to initiate a resolution.

Personally owned equipment may be prevented access to university computer systems if it is determined that the presence of such equipment is interfering with the routine operations of the computer systems.

OIT support is limited to university owned computer equipment and computer systems.

Employees, including students, should not attempt to resolve hardware or operating system problems without the consent of OIT.

The relocation of all computers, printers, telecom and any other related equipment must be coordinated with OIT in advance.

7050.2 Operating System and Application Support

Only OIT may install operating systems and applications on university owned computers.

OIT approval is required for installation and use of operating systems and applications other than what is supported.

Supported operating systems and applications are at the discretion of OIT.

Installation of an unsupported OS or application, without the consent of OIT, is subject to removal and replacement by a supported equivalent.

7050.3 Installing Software

The university retains the right to manage software installation on university owned computers. Employees of the university are not allowed to install non-work related software on computers.

Licensed software owned by the university will only be installed on university owned computer systems with the exception of software licensed for work at home use.

The Office of Information Technology exclusively installs ALL software on public and lab computers unless permission otherwise is granted.

Once new or additional software is received by OIT, please allow two weeks for it to be installed in requested locations. Additionally, new software must be reviewed by OIT so that it can be tested to assure its compatibility with existing systems and software.

The Office of Information Technology maintains a library of software licenses and media. Software that is not in proper inventory will not be supported and is subject to removal.

The university retains the right to audit and correct any software violations with or without the user's knowledge.

7050.4 Responsibilities

It is the supervisor's responsibility to contact OIT regarding access to or deletion of files and/or email upon termination of employment or transfer of any employee at the University of New Haven. Unless otherwise requested any mail system files abandoned

by a user will be deleted. Any other files abandoned will be deleted or retained for use by the university as determined by OIT.

If a faculty or staff member leaves the university, he or she is expected to leave behind all hardware, software, accessories, and documentation provided by the university and notify OIT. Failure to do so will result in loss of wages and/or criminal prosecution.

Student accounts and any associated files are subject to deletion after the beginning of the next term for which the student fails to register. Support for student computers is provided via our Student Support Tech at extension 7235.
