

Policies

Acceptable Use Policy: Details the purpose of Campus technologies and outlines the compliant use of technology resources with respect to current laws, information security, and overall network performance.

Computer Replacement Policy: Defines the process by which certain computers are replaced on a cyclical basis.

Data Protection Guidelines: Guidelines for securing access to personal information protected under state and/or federal laws (HIPAA, FERPA, PCI, etc.).

Equipment Loss and Damage Procedures: Procedure outlining the way in which lost or damaged equipment is replaced/repaired.

Equipment Maintenance Procedures: Defines the responsibilities of ITS for maintaining technology equipment, and the steps ITS will follow to affect upgrades and repairs when necessary.

Hardware and Software Acquisition Policy: Outlines the process by which new hardware and software acquisitions are made, and defines the responsibilities of the requesting office, department or individual, as well as the responsibilities of ITS through the acquisition process.

Media Request Procedure: Outlines the process for borrowing portable equipment, the responsibility for protecting that equipment, and the notification timeframe for when ITS staff support is required at special events.

Mobile Device Support Guidelines and Procedures: Defines the level of support ITS will provide for personally owned mobile devices, as well as the responsibilities of the device owners when connecting to the Campus network.

Online Gaming Support Procedure: Defines the process for registering a gaming device on the Campus network, and the level of support ITS will provide for gaming devices.

Password Policy: Provides detailed information on the creation of passwords, the user's responsibility for keeping passwords confidential, and links to the Passport password management site.

Sakai Course Management Policy: ITS statement on maintaining Sakai course sites, and the way in which faculty access to course sites is granted and maintained.

Terms of Service Agreement: Outlines the rights and responsibilities of technology users and the Office of Information & Technology Services, and defines the technologies that are and are not supported by ITS.