

Support Policy for non-IT owned technology resources
Indiana University East
Effective Date: August 1, 2003

The Information Technology Department at IU East will generally be the clearing house for all technology resources on the campus. However, IT acknowledges that some technology resources that currently reside on the campus were purchased by individuals, academic departments, or administrative units with general funds or special grants. "Technology resources" include computers, peripherals, and related equipment and software; voice and data communications infrastructure, peripherals, and related equipment and software; and all other associated tools, instruments, and facilities.

I. Policy on Computer Systems

In the case of computer systems, individuals/departments that purchase the computer will be given the full privilege to administrate the system and shall be responsible for the following:

- Adequate operating environment (floor space, climate control, ventilation, backup power supply, etc.) for the system.
- Installation and administration of the system.
- Routine maintenance and upgrade of the system.
- All expenses incurred during repair, maintenance, and upgrade.
- Full compliance with University's life cycle policy.
- Full compliance with University's security policy, including installation and regular update of the anti-virus software (<http://www.itpo.iu.edu/>).
- Full compliance with University's copyright policy and license agreements (<http://www.copyright.iupui.edu/>).
- Replacement or upgrade of non-IT equipment is not the responsibility of IT.

Special permissions must be obtained from the Information Technology department prior to configuring any computer systems as servers (i.e., web server, mail server, file server, account server, and application server).

The Information Technology Department shall be responsible for the followings:

- Providing networking services.
- Conducting routine inspection to ensure the integrity and security of the IUE network.
- Conducting routine inspection to ensure the currency of the licenses.

Violation of the policy will result in disconnection from IU East network. All direct costs attributed to the violation of this policy must be borne by the owner.

II. Policy on Computer Peripherals and Networking Devices

In the case of computer peripherals and networking devices such as printers, scanners, copiers, and multimedia equipments, individuals/departments that purchase the equipment shall be responsible for the following:

- Adequate operating environment (floor space, climate control, ventilation, backup power supply, etc.) for the equipment.
- Routine maintenance and upgrade of the equipment.
- All expenses incurred during repair, maintenance, and upgrade.
- Full compliance with University's copyright policy and license agreements (<http://www.copyright.iupui.edu/>).
- Replacement of non-IT equipment is not the responsibility of IT.
- Supplies to support that equipment shall be the responsibility of the individual.

The Information Technology Department shall be responsible for the followings:

- Integration of the purchased equipment with an IT-owned computer system.

Violation of the policy will result in disconnection from IT-owned computers until you are in compliance. All direct costs attributed to the violation of the policy must be borne by the owner.

III. Policy on Software Applications

In the case of software applications, individuals/departments that purchase the software shall be responsible for the following:

- Notification of the IT about software purchase.
- Providing user training.
- Providing technical support for the users and administrators.
- All expenses incurred during repair, maintenance, and upgrade.
- Full compliance with University's security policy (<http://www.itpo.iu.edu/>).
- Full compliance with University's copyright policy and license agreements (<http://www.copyright.iupui.edu/>).

The Information Technology Department shall be responsible for the following:

- Installation of the software to an IT-owned computer system if requested.
- Administration of the software if it is installed on an IT-owned computer system and IT is the Administrator.
- Routine maintenance of the software if it is installed on an IT-owned computer system and IT is the Administrator.
- Conducting routine inspection to ensure the integrity and security of the IUE network.
- Conducting routine inspection to ensure the currency of the licenses.

Violation of the policy will result in un-installation of the software from an IT-owned computer system. All direct costs attributed to the violation of the policy must be borne by the owner.