Non-Lander Computer System Support

Background:
Many faculty and staff members use personal computers to augment systems provided by the University. Because faculty and staff members are accustomed to consulting with ITS staff for assistance resolving computer hardware and software questions, ITS staff is often asked to look at non-Lander computer systems. This has the potential to drain staff time from supporting University owned and supported systems and open ITS staff to culpability for personal computer support and damage.

Statement:
Lander University's ITS department does not offer hardware or software support for personally owned computers, even if they may be used in support of University-sanctioned professional activities. Lander University's ITS department and individual staff associates may advise faculty or staff members briefly about their personal computers when time and workload permits; however, any advice is given without warranty and without expectation of continued or future support.

ITS staff members who choose to work on non-Lander systems owned by faculty or staff members (or members of the general public) must do so on their own time, with their own resources (no Lander-owned tools, software, or other equipment). Personal equipment may not be left at the ITS Help Desk for drop-off or pick-up, worked on in the ITS repair area, or stored in any common ITS storage areas.

SMART Classrooms/Lander Network and personal equipment:
Lander University's ITS Department cannot be held responsible for damages or changes to equipment made as a result of attaching personal computer devices to the Lander Network or SMART Classrooms. Use of personal computer devices on the Lander network and/or in SMART Classrooms is at your own risk.

Personal computer systems that are attached to the Lander network are required to have active and up-to-date anti-virus protection software, up-to-date operating systems (including critical security patches), and legal software installed by the individual user. Lander University does not provide anti-virus software or protection for personally-owned computers belonging to faculty or staff members.

Any computer that is attached to the Lander University Network and appears to be a threat may be disconnected from the network without warning. If your account is connected with such a threat, your account access may be cut off without warning.

Support for network connectivity for student laptops on campus is provided by TRACS (Technology Resource Assistance Center for Students).

Lander-licensed software for use on personally-owned computers:
Lander University's Software License provides some options for the installation of Lander-licensed software on personal computers owned by faculty and staff members. Information about the requirements to use Lander-licensed software on personal computers and a list of software that is available for such use can be obtained from the Lander University ITS Software Specialist.

Computers purchased with University-approved Grant funds:
Any computer that a Lander faculty or staff member purchases with grant funds to support research, teaching, administrative or other professional duties shall be maintained by ITS with our current software load, antivirus protection, and anti-theft protection.

In order for ITS to configure and support a grant computer, the grant recipient must provide a copy of the grant notification or a letter from the department head stating that the computer is a grant computer.

<u>Lander-supported grant system:</u>
All original software and equipment supporting the grant computer should be retained by the grant recipient so that the computer can be returned to its original state at the end of the warranty/support period.

At the end of the grant period, the grant recipient (in consultation with ITS) must ensure that all Lander-licensed software is removed.