INFORMATION TECHNOLOGY SERVICES AND SUPPORT

Subject: Information Technology Services and Support Policy
Number: 450
Issued by: Chief Information Officer
Date: January 7, 2008

The University of South Carolina Beaufort ITSS (Information Technology Services and Support) Policies are in accordance with the following University of South Carolina Policies. These policies may be viewed at http://www.sc.edu/policies

IT 1.00	Information Technology Resources Procurement
IT 1.03	Data Processing Standards
IT 1.06	Network Access and Acceptable Use
IT 1.08	Computer Software Licensing and Distribution
IT 2.01	Telephone, Computer, Communications and Photocopy Equipment Used by Employees
IT 2.03	Telephone Equipment
IT 2.10	Telephone Credit Cards
IT 2.12	Telephone Work Requests –Moves and Changes (that involve Or impact Columbia)
IT 2.18	Cellular and Wireless Telephones and Devices
ACAF 1.39	Software
ACAF 7.02	Data Access
ACAF 7.03	Private Requests for University Data
ACAF 7.04	Electronic Homepages and Websites
ACAF 7.05	Data Change Notification
DLIS 5.00	Distance Education and Instructional Support

Purpose:
The Office of Information Technology Services and Support (ITSS) at the University of South Carolina Beaufort provides a wide array of technology, along with related support and guidance to facilitate the accomplishment of the Institution's mission. This encompasses phone service, network management, server management, Audio Visual support, Enhanced Classroom technology, desktop support and instructional technology. Protecting the security of University assets and data is a critical component of the ITSS unit mission. The purpose of this document is to define policies and procedures that govern the use, security and protection of this technology and data.

Organization of this Document:
This document defines all University of South Carolina Beaufort ITSS policies and procedures.

Applicability:
USCB Information Technology policies and procedures apply at any campus location and to everyone in the University; faculty, staff, students and patrons.

Effective Dates:
Prior to the start of each Fall semester, this document will be reviewed in its' entirety and updated as required.

Changes to this Document:
During the course of the academic year, as needs dictate, policies and procedures can be modified or updated. All changes will be approved by the Chief Information Officer. Most recent version of this document will be stored at https://helpdesk.uscb.edu

Role of the Information Technology Services and Support Advisory Council:
The Information Technology Services and Support Advisory Council is a standing University council made up of a cross section of faculty and ITSS staff, including the Chief Information Officer. This council is open to all faculty, but council members are expected to attend. Council meetings are held twice per semester (4 times per academic year). Its' purpose is to act as a conduit between faculty and the ITSS team, helping to insure that present and future technology is meeting the needs of the faculty and enhancing the learning experience of our students. Recommendations from this council will be folded into ITSS planning and budgeting processes, including yearly Institutional Effectiveness Assessment goals & outcomes.

Planning and Resource Policy:
The acquisition of University of South Carolina Beaufort technology will be planned and budgeted. These plans will be integrated with other USCB planning, including the University of South Carolina Beaufort's 5 year budget planning process and the University's strategic plan. Individual departments will incorporate technology needs and purchases specific to their department (hardware, software, peripherals) into their department plans, in concert with and approved by ITSS.

Computer Standards:
Information Technology Services and Support chooses current desktop and laptop models with sufficient processing capability to accommodate known software or operating system upgrades in the near future (1-2 years). Our computer labs, classroom computers and general access computers are re-imaged as needed, but a minimum of once per semester, to insure that computers have a consistent look and feel for students and faculty. Computers in classrooms, computer labs and general access computers are upgraded and replaced every 3-4 years, in order to keep technology current and insure we are facilitating the students learning environment. Faculty and Staff that are requesting purchases of computers and peripherals from their department funds are asked to fill out the IT Purchase Request form at https://helpdesk.uscb.edu. ITSS team will review the request and work with the requester to insure that the system

purchased meets the computer standards and will be supportable by ITSS. All University Faculty and Staff computer purchased must be purchased following this process.

Technology Standards for printers, peripherals and enhanced classroom technology:
Information Technology Services and Support selects current, cost effective solutions for all technology across our campuses. Models are selected based on their ability to meet the current and expected future application needs, as well as being the most cost effective solution. Faculty and Staff requesting purchases of technology are asked to fill out the IT Purchase Request form at https://helpdesk.uscb.edu. ITSS team will review the request and work with the requester to insure that the system purchased meets their needs, meet these standards and will be supportable by ITSS. All University Faculty and Staff technology must be purchased following this process.

Inventory Control and Reallocation of Computers:
University of South Carolina Beaufort maintains an Inventory Resource Management tool for maintaining and tracking of computers, phones, printers, scanners, fax, servers and AV classroom equipment. Equipment is assigned an IRM (Information Resource Manager) number specific to that system and assigned to a user, if applicable. In this way the ITSS team is able to track inventory of these valuable assets. In the event that an employee leaves the University or a new system is assigned to them, the IRM system would be updated to reflect these changes. In the event that a computer is viewed as "surplus", with no immediate owner, the IRM ID would be assigned to a user in the ITSS team until a new user is identified. Please note that some of our older assets may not yet have an IRM ID assigned. This is an on going process and it is the goal of the ITSS team to have all technology equipment assigned an IRM ID and tracked through this process.

Requesting IT Support:
University of South Carolina Beaufort faculty and staff can request support from the Information Technology Services and Support team through one of two methods:
- o   For emergency, immediate need: Call the Helpdesk phone at 208-8086
- o   For all other requests for ITSS support: Complete a work order request form at https://helpdesk.uscb.edu.

This work order process must be used for all events that require ITSS support.
Work orders must be completed a minimum of 7 days in advance of the scheduled event, with additional advance notice required for large/complex events. This process allows ITSS to schedule the equipment and personnel. The ITSS team tracks requests to insure they are assigned and completed. Using this process allows ITSS to best support the students, faculty, staff and community.

Protecting Privacy and Data Confidentiality:
Federal and state laws extensively address requirements for protection of personal and private information. Unwarranted delving into personal and institutional private or confidential information is considered contrary to standards of conduct expected of University personnel. The capabilities of computers to store and process large amounts of data require that all users be continually cognizant of the need to protect privacy and data confidentiality for themselves and others.

Due to the critical importance of privacy protection and maintaining data confidentiality, the Chief Information Officer (CIO) sends a reminder letter to all University faculty and staff once per academic year. This letter briefly explains how best to maintain privacy and confidentiality and contains links to more detailed information. Following is an excerpt from that letter:
"Familiarize yourself with University policies, state and federal regulations, and web sites that provide additional information about data privacy and security.
- http://www.sc.edu/policies/acaf702.html - Data Access
- http://www.sc.edu/policies/it106.html - Network Access and Acceptable Use
- http://www.sc.edu/policies/busf411.html - Credit Card/Debit Card Processing
- http://uts.sc.edu/informationsecurity/index.shtml - Information Security Office Web site
- http://registrar.sc.edu/html/student_rights/stud_rights.stm - Student's Rights Regarding Educational Records
- http://registrar.sc.edu/html/fac_staff/ssn.stm - Protecting the Social Security Number"

The CIO's letter may be viewed in its' entirety at https://helpdesk.uscb.edu under the "Policies" icon.

Use of University Computers:
Ethical and honest conduct is elemental to the University, its' staff, students and faculty. No one should use University computers in a way that would embarrass or place the University in legal jeopardy.
1. *Honest Use of Computers:*
   Students will not use computers in any manner contrary to the "Code of Conduct" described in USC Beaufort Student Handbook.

   Faculty and Staff will not use University computers in any way that would Embarrass or place the University in legal jeopardy.

2. *Respect for Software Licensing:*
   Any use of pirated software or software that has been copied or used in contravention of licensing agreements is not permitted at USCB under any circumstances. Users should note and comply with University of South Carolina policies:
   - IT 1.08   Computer Software Licensing and Distribution

- ACAF 1.39 Software

Guidelines for use of University Computers and Technology:
- Use of University computing resources and technology is restricted to authorized users.
- Each user must safeguard his or her privacy and respect the privacy of others.
- While University systems maintain strict security, one's account security is dependent on the user.
  - Choose a password carefully, following password guidelines in VIP.
  - Never share your password or give your password to someone else.
  - When accepting files or accepting e-mail, be sure they are coming from a known, respected source.

- Electronic mail is not a secure means of communication. Caution should be used when sending sensitive or personal information via e-mail.

- Harassment is illegal, no matter what form of communication. It is against the law and University policy to send harassing e-mail.

- Other laws governing traditional communication (obscenity, libel or copyright) apply to on-line communication. Copying or distributing proprietary software is illegal.

- Plagiarism standards apply to electronic media.

- Computing is a shared resource. Users should be aware of other users, so as not to infringe on their computer use. Junk mail, spamming, chain letters and other abusive electronic communication or publication is strictly forbidden.

- University e-mail should be utilized for University related communication and should not be used for personal correspondence or solicitations. Sending e-mail selling personal property is not considered an appropriate use of University e-mail.

- Members of the USC community are expected to obey all federal, state and local laws, as well as University policies and procedures. These guidelines apply whether one is using University issued computer or using one's personal computer equipment while associated with the University. Violations will result in appropriate disciplinary action.

Sanctions for Misuse of USCB Technology

The University of South Carolina Beaufort treats seriously access and use violations of computing facilities, equipment, software, information resources, networks, AV and enhanced classroom equipment or privileges. Disciplinary actions resulting from such abuse may include loss of computing privileges or other sanctions provided by federal, state, local laws or University of South Carolina policies and procedures.