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**Originating Office:** Information Technology Services

**Responsible Executive:** VP for Administration and Technology

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# Personal Computer Support

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### I. REASON FOR THIS POLICY

This policy defines the guidelines for coordinating and performing support on personally owned computers. Exceptions to this policy must be approved by the Vice President for Administration and Technology.

### II. STATEMENT OF POLICY

Personal computer support is only available to current University students, faculty, and staff, and only for personal computers with a legal operating system to be used on campus. Support options are limited, and there may be a fee associated with some services. During peak times of the year, service for personal computers will be delayed. The Help Desk staff will provide customers with an estimated time of completion. Customers' acceptance of the ITS Help Desk Service Contract acknowledges this delay.

#### **Student Personal Computer Support**

- **Eligibility Requirements:**
  - Active Student Status
  - Computer is used on campus
- **Priority**
  - Service is prioritized based on the model of computer being presented for service.
  - Priority levels from highest to lowest priority are Ultimate Computer Support, Premium Computer Support, and Standard Computer Support.
- **Services Available**
  - Network Connectivity
  - Virus/Malicious infections: limited support and consultation

- Hardware Warranty on approved models
- Additional services available depending on the priority status
- **Fee-based Services**
  - Fees will be agreed upon prior to service and are based on current hourly rates.
  - Out of warranty repair service fee is variable and dependent on the complexity of the failure. You will be quoted the relevant amount once diagnostics have been completed. Once you accept this quote, the service will proceed. If you decide not to proceed with repairs, the minimum diagnostic fee will be due and the unit will be returned to you un-repaired.
  - All fees must be paid in full before computers can be picked up
  - Appropriate payment methods include Coyote Cash and personal check. Cash, credit or debit cards payments are not accepted.

### **Faculty/Staff Personal Laptop Support**

- **Eligibility Requirements:**
  - Active Faculty/Staff Status
  - Laptop is used on campus
- **Priority**
  - Student systems will receive the highest priority, followed by faculty/staff laptops.
  - A personally-owned laptop should not be used as a faculty/staff member's primary system.
- **Services Available**
  - Network Connectivity
  - Virus/Malicious infections: limited support and consultation

### **Unsupported Services**

Service may be denied and the computer returned to the owner without resolution in some instances. There will be no charges for services that are denied. Reasons include, but are not limited to:

- Service requested is not listed as an available service
- Computer does not meet minimum requirements
- Computers are unable to connect to the University network due to a hardware or software issue not covered under available services
- Computers have physical damage that could be viewed as a safety concern
- Hardware-related issue is not covered under available warranty services
- There is no support for peripheral devices such as printers and scanners

### **Unclaimed Property**

- Computers brought to the Help Desk must be picked up within 5 working days of service completion.

- Computers will be identified as abandoned property if not picked up by the 6th day after completion of service and the owner will be notified via their USD email account.
- Abandoned computers will be held for 90 days, after which the hard drive will be destroyed and the computer disposed of properly.

### **Severe Infections**

- If a computer is determined to have virus or malware infections which may cause harm to other computers connected to the University network, access to the network will be prevented.
- Before connectivity can be restored the Help Desk must verify infections have been successfully removed.

## **III. DEFINITIONS**

**Ultimate Computer Support:** The support level provided for a recommended business-grade computer.

**Premium Computer Support:** The support level provided for a recommended consumer-grade computer.

**Standard Computer Support:** The support level provided for a computer which meets minimum support requirements.

**Malware:** Malicious software designed to disrupt or deny operation, gather information leading to loss of privacy, or gain unauthorized access to a computer system.

**Virus:** A computer program that can replicate itself and spread from one computer to another

## **IV. PROCEDURES**

**Personal Computer Support:** Visit the [Personal Computer Support](#) article to contact the Help Desk for personal computer support.

**Support Levels & Available Services:** Visit the [Hardware Support article](#) for a list of supported computer models and [Personal Computer Support article](#) for available services, support levels, and fee-based services

**Minimum Requirements:** Visit the [Hardware Support article](#) for the list of minimum system requirements for personal computer support.

## **V. RELATED DOCUMENTS, FORMS AND TOOLS**

Board of Regents [Acceptable Use of Information Systems Policy 7.1](#)