Michigan State University

College of Communication Arts & Sciences

Hardware Support Policy

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1 Overview

The ComArtSci Technology Department is committed to providing top tier computer and information systems support for all faculty/staff members within the CAS college. To this end ComArtSci Technology department technicians are trained to troubleshoot hardware problems on a limited number of computer configurations, with tools specialized for those configurations. This leads to more efficient troubleshooting, a deeper pool of knowledge shared among our technical support staff, and more predictability of issues relating to hardware such as life-cycle, compatibility with software, and compatibility with other technology services offered to the college.

2 Purpose

The purpose of this policy is to describe the basic level of service that will be provided for standard and non-standard equipment, as well as to identify the limits of the CAS Technology Department's support role. In addition, this document defines the configuration baseline for all University owned computers purchased through ComArtSci.

3 Scope

"IT support" is defined as responses to any queries made by end users to the CAS Technology Department regarding failures, problems, issues, questions, and other matters relating to the operation and continuity of college-owned technology.

The range of support offered by the CAS Technology staff will vary depending on the problem, the number of staff or resources available to resolve the problem, the criticality of the problem, and other factors regarding the nature of the support requested. Priority will generally be given to mission-critical applications, workflows, and assets first, moving down in priority sequence.

4 Policy

All University owned computers purchased through ComArtSci must adhere to a baseline configuration. This baseline includes the following:

- An OS that is either Windows Pro/Enterprise, MacOS or Red Hat Enterprise Linux
- Administrative access for ComArtSci Technology Department staff (Please refer to the Administrative Access Policy for more details).
- Installation of MSU's Symantec Antivirus
- Computer authentication using CampusAD (MSU NetID and Password)
- The machine has been tagged and inventoried by the ComArtSci Technology Department

In addition to these baselines the ComArtSci Technology department reserves the right to install additional management tools and/or software on any fully supported hardware.

4.1 Support Categories

There are three main support categories available to ComArtSci faculty/staff.

4.1.1   Full Support Hardware

Fully supported hardware includes all University owned computers purchased through the ComArtSci Technology recommended vendors of Dell, Alienware, Microsoft and Apple. These machines will be considered fully supported for up to 5 years, at which point they will remain eligible for limited support only. Full support includes the following:

- Setup to ensure the machine meets the baseline configuration, as well as any additional software or data transfer needs
- Technicians that are trained to troubleshoot problems with the hardware; and that are informed about warranties and procedures for repair under warranty
- Technicians that have access to and maintain disk images for your hardware containing standard software
- Assistance with installing and troubleshooting software
- Technicians that are committed to resolve issues in an efficient and timely manner

4.1.2   Limited Support Hardware

Limited support includes previously fully supported machines that are more than five years old, any new university owned machines that were NOT purchased through the ComArtSci Technology recommended vendors of Dell, Alienware, Microsoft and Apple. Limited support includes the following:

- Setup to ensure the machine meets the baseline configuration, as well as any additional software or data transfer needs
- Software installation for University provided software
- General information about connecting systems to the network and network resources
- The ComArtSci Technology office will not maintain information about warranties or procedures for repair under warranty
- The ComArtSci Technology office will not maintain disk images for limited support hardware
- The ComArtSci Technology office will only be able to provide limited time to work on problems with these machines

4.1.3   Unsupported Hardware

Unsupported hardware includes personal or other non-University owned hardware. ComArtSci Technology staff are not permitted to spend time working on unsupported computers, except in emergency situations where the computer poses a threat to the integrity of the College or University.

5   Purchasing limited support hardware

The ComArtSci Technology office understands that sometimes it is necessary to veer away from the recommended vendors. In such cases, we request that you check with us regarding the computer configuration you have in mind. We will check for compatibility with current resources, known issues, possible alternatives, and let you know whether we can process the order through our office at a cheaper rate through University contracts. Please refer to the Hardware Replacement, Retirement, and Redeployment Policy for more details.

6   Policy Compliance

The ComArtSci Technology team will verify compliance to this policy through various methods, including but not limited to, periodic walk-throughs, video monitoring, business tool reports, internal and external audits, and feedback to the policy owner.

7   Related Standards, Policies, and Processes

- Administrative Access Policy
- Hardware Replacement, Retirement, and Redeployment Policy

8   Revision History

Date of Change	Responsible	Summary of Change
September 2017	Alexander Goff	Policy document created
November 2017	Samuel Mills	Clarified baseline requirements