

Technology Policies
Fall 2010

Pre-Amble

The Information Technology department is dedicated to facilitating the computing and technological needs of faculty and staff in the College of Music. We realize that the education of your students and the faculty's ability to teach them is enhanced through the development and maintenance of current and up-to-date technology. Computers and technology are an integral part of the educational process in the College of Music. We take pride in our ability to enrich your student's educational experience by providing service that expands as your needs grow.

All technology policies have been reviewed and agreed upon by the Technology Committee. The Technology Committee is a group of six (6) faculty and staff, who make technological policies and decisions and plan for future technological needs in the college. The following policies have been developed to provide the best balance between technological need and practicality.

Policies may be reviewed, amended or added at any time. You will receive notification with information about the additions or changes with effective dates once they have been finalized.

If you have any questions or concerns about these policies, please contact your network administrator.

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Acceptable Use

The use of your MSU NetID, electronic mail and network connection is a privilege. It is your responsibility to ensure that your account does not violate MSU's official policy on computer and network usage. The official MSU Acceptable Use Policy is available at <http://www.msu.edu/au>.

MSU and the College of Music reserve the right to suspend, or revoke, network or email access due to violation of the Acceptable Use policy

Computer passwords

In order to provide more timely support, all computers are set up with an administrator account to which the IT department will have exclusive access. This administrator account must remain intact on all computers. Tampering with, disabling or deleting this account may delay service requests and result in the inability of the IT department to repair the computer.

Staff personnel computers will require password changes every 60 days to assist in providing data security for information contained on its data storage devices. Users will be notified 7 days before the expiration of a password.

Computer BIOS startup and administrative passwords should not be set on any machine. This may delay service requests. BIOS passwords that prevent IT staff from completing service requests will be reset.

Equipment checkout

Equipment checkout, for items such as projectors, will be handled by the Undergraduate Office; see Bonnie Stewart for details. Equipment checkout is provided for official MSU business only. Equipment may be picked up no more than 48 hours prior to use or travel. It must be returned no more than 48 hours after the end of its use or upon returning from travel.

Equipment removal from campus

All laptop users will be required to sign a Equipment Custody Form before taking the machine off campus property. Equipment removed from campus without authorization or proper approval may be ineligible for service until the proper forms have been filed.

Faculty wishing to remove a desktop unit from campus will need approval from the Technology Committee as well as the above mentioned release and responsibility form. Once the machine has been released, it is the responsibility of the faculty member to bring the machine back to the IT office for service. House calls will not be made on computer equipment removed from campus. This policy also applies to printers and other peripheral devices.

Faculty computer upgrade requests

Faculty may request a new computer based on a three (3) year replacement cycle. Computers less than three (3) years old will not be replaced without cause and the approval of the Technology Committee. Four (4) base models will be chosen by the IT department. Faculty may request one of the 4 base models depending on their needs or preferences. Specific instructions regarding this process will be sent out by the end of December each year

If none of the base models are sufficient for a faculty member's needs, he/she may make a request for a machine of their choosing. Anyone wishing to make specific requests must provide specifications and pricing to the IT department. The Technology Committee will review all requests and make a determination regarding which requests will be submitted in the final budget process. If a request is denied, an opportunity will be given to receive one of the four (4) base models.

Once the university has informed the college of approved funding, faculty will be informed of the status of their request. Making a computer upgrade request does not guarantee it will be approved. Funding for approved requests will become available by the end of July of the following fiscal year. At that time, orders will be placed and faculty will be contacted with further information.

Upon receipt of the new machine, the old machine will be taken back for either upgrade and re-use, or as a backup. Faculty wishing to keep their previous machine must make a request to the Technology Committee. This request should be made at the time of the upgrade request.

Grad. Asst. computers and support

Once the faculty upgrade process has been completed, requests may be made to recycle old faculty computers for graduate assistant use. Requests will be granted on an as-available basis. Machines will not be purchased solely for graduate assistant use.

Computers that are recycled for graduate assistant use will receive low priority support. All policies governing service and use of faculty and staff computing also apply to graduate assistant computing.

Individual office networks

Faculty members requiring sub-networks in their offices must consult the IT department before implementing their own solutions. Improperly configured or unapproved networks may delay service requests.

iTunes library sharing

At this time, sharing of iTunes libraries will not be supported. Faculty members who desire to share music between themselves or with their students do so at their own risk.

Printer support

Printers may be purchased with area funds or available start up monies. Support will only be provided to approved models. The list of approved models may be found at: <http://helpdesk.music.msu.edu>. The IT department will specify 6 or more printers that will be supported. Any printer not on the list or approved by the IT department may not be eligible for support. Cost of any parts or replacements for any printer, even those on the approved list, will be the responsibility of the individual faculty or area.

Service Requests

Requests for computer and equipment service can be made: (1) Online, at <http://helpdesk.music.msu.edu>; (2) Via email, directed to helpdesk@music.msu.edu; (3) By calling the IT Support office at 2-5045.

Software Installation

Members of faculty may install software, for use in their course teachings, on equipment provided by the College of Music. Installation and support for this software shall not be provided. Any faculty member installing software takes full responsibility for ensuring that this software is legally licensed, maintained and updated. The IT department must be informed of all software purchased with personal funds and installed by faculty at the time it is installed.

Operating System upgrades may be purchased by individual faculty. However, if members of faculty perform the upgrade or re-installation, they will forfeit all software support for the machine, including any College Provided software. The IT

department will perform OS upgrades, which are purchased by faculty members, at the request of the faculty member. The IT department must be informed of all OS upgrades prior to installation.

Any faculty member wishing to install their own software must have an Equipment Custody Form (ECF) on file with the IT department.

Software Support

Software that is installed by the IT department when equipment is issued will be fully supported. This software includes, but is not limited to: Microsoft Office, Norton Antivirus, Adobe Reader, JAVA and the operating system of the unit. Support for software installed by the user will not be provided.

Technology & Learning Environment funding (TLE)

TLE funding is for technology used in the education of students. Examples are: Audio recorders (for recording lessons), software that students might use in their studio lessons, classroom utilities that you might use in class presentations, or software and equipment used in the production of audio or video files used for student education.

Requests for such funding will be done on the same cycle as faculty upgrade requests. Instructions on requesting this funding will be sent out at the same time the faculty upgrade instructions are sent. This will be done by the end of December.

All request research, such as finding equipment models, vendors and pricing, is the responsibility of the individual faculty members. Requests will be submitted and reviewed in the same manner as upgrade requests. Once requests have been received, the Technology Committee will review the requests and determine which requests will be forwarded. Upon receiving the approved list from the university, faculty will be informed of the status of their requests.

A submitted request does not guarantee approval.

Termination of employment

Upon termination of employment at the College of Music, and prior to the required Exit Interview, all equipment supplied by the college will be surrendered for inspection. All documents and files of a personal nature must be removed by, and are the responsibility of, the user. This must be done prior to equipment being returned.