All ISU employees are required to adhere to the ISU Computer Use Policies including the Code of Computer Ethics and Acceptable Use http://policy.iastate.edu/policy/it/ethics/.

Scope of Support
1. ISU physical area; buildings
   a. College of Veterinary Medicine
   b. Lloyd Veterinary Medical Center
   c. Livestock Infectious Disease Isolation Facility (LIDIF)
   d. Animal Holding
   e. Building 37
   f. Veterinary Medical Research Institute
   g. LAR: Molecular Biology; LeBaron Hall; Largomarcino (contract)

2. Priorities
   a. Overall infrastructure; servers
   b. Student IT needs
   c. Academic instructional and departmental programs; College wide programs
   d. Routine faculty desk top IT needs
   e. Overlapping IT needs of VMC; secondary support of VMC operations; primary support of VMC Electronic Medical Records system rests with VMC
   f. VDL and VDPAM; separate oversight by specific IT group for that unit’s faculty and staff; service for overlapping needs
   g. Fee service for other needs outside academic IT; Examples: Specialized Centers, Research, etc beyond budgeted missions and routine academic programs

3. Supported Systems (current approved contracts)
The Academic IT unit supports computers and devices that are purchased using an ISU account number; therefore owned by ISU. This requires the use of an ISU inventory sticker for these purchased devices.
   a. Traditional Computer devices: Dell, Apple: Desktops; Laptops; Contracted company for student laptop computers
   b. Non “computer” devices
      i. Mobile phones
      ii. iPhone or Android based built in Exchange support
      iii. Blackberry – setup and configuration fee
   c. iPods/iPads/book readers (email setup, net reg)

Software
   a. Windows: XP and Windows 7
   b. Mac OS: 10.5, 10.6 and 10.7 and 2011
   c. Microsoft Office 2007 and 2010 Windows
   d. CVM wide licensed software (examples: Bacus, Cumulus, Adobe Connect, Turning Point, Respondus)
   e. Current versions of the following:
      i. Adobe Reader
      ii. Adobe Acrobat Pro
      iii. Adobe Flash Player
      iv. Oracle Java
      v. Mozilla Firefox
      vi. Google Chrome
      vii. Microsoft Internet Explorer
      viii. Skype
      ix. Other software used for teaching and research
4. University versus personal IT equipment
   a. Supported: IT equipment used by ISU employees or students that spend a majority of time on ISU property
   b. Not supported: personal computers or non-computer devices
   c. Not supported: computers used in your business
   d. Not supported: University owned equipment that is installed in a user’s residence that does not spend the majority of the time in the supported areas listed in this policy. Example: We do not support a laptop that a user leaves at home the majority of the time. We do not support devices that are used for non-college/non-university business.

5. Purchasing rules - ADDENDUM

6. Length of time of support – determined by warranty and ability to support system

7. Retired personnel – adhere to ISU policy
   a. First consult with the department for any IT support. The CVM directory and/or home department should state status of the faculty or staff member. Retired emeritus faculty are supported by their home department for all clerical needs and monetary support dependent on the policies of the department.

8. Retired or separated faculty or staff
   a. The policy of ISU states that no one or any department can dispose of ISU property without it going through ISU Surplus. This is in the State of Iowa Code. ISU Surplus (Central Stores) insures that the department is properly compensated for the current value of the University owned asset and in the case of computers, makes sure all proprietary and university licensed software is removed. The cost is usually determined by referring to the weekly sales and current values. Software removal is required. Retired personnel may purchase their computer after the value is assessed and the software is removed.

9. Equipment purchase and setup (initial setup and hardware moves); contact Academic IT for availability and timeline- ADDENDUM

10. Loaner / Checkout equipment – limited availability and a charge assessed; time limit of 1 week unless current computer or device has catastrophic failure

11. Repair requests cvmsupport@iastate.edu

12. Classroom support and reservations – Room reservation contact Brenda Cousins; and for classroom IT and videoconferencing contact Deb Hoyt

13. Data backup policy- ADDENDUM

14. Printing policy

15. Note: No unauthorized use of computer system equipment, such as servers or wireless connection point nodes are allowed since they often result in compromised computer security and system malfunction. Any damage to our CVM computer systems and potential labor costs to rectify the problem will be charged to the responsible individual.

**ADDENDUM - Purchasing Policy Academic IT Unit --Computers and Peripheral Components**

Rationale to: 1) Maintain our ability to support the IT equipment; 2) Provide accurate records and inventory; 3) Provide security; 4) Adhere to ISU purchasing policy; 5) Proper/Compatible Hardware and Software. To have Academic IT support, there is a requirement that specifications be reviewed and approved by Academic IT in order to assure system compatibility. (Please see specific steps below regarding purchasing). When a department wants to place an order through the Academic IT Unit, the department will send an email to cvmsupport@iastate.edu with the type of IT hardware to order. The Academic IT Unit will provide a quote to department with the desired hardware. The department is to review and approve the quote by replying to the email. In the reply email, the department will provide the account number to charge the purchase to. The order will be placed and the department will receive a confirmation email that the order has been placed. When the order is received by the Academic IT Unit, the Academic IT Unit will date, and verify the order is correct. After the Academic IT Unit verifies the order, the Academic IT Unit will provide the department with a copy of the packing slip, and will retain
If a department purchases any IT equipment such as a printer, University Cell phone, extra monitor, laptop batter, laptop charger, contact the Academic IT Unit to inventory the equipment.

Summary - Computer Request and Purchase Process for Departments and Units

1. Departmental member determines a new computer is needed and generates a request via the departmental administrative assistant/accountant and verified that funds are available for purchase.
2. The requestor consults with Josh Mack or Deb Hoyt on computer needs, computer system compatibility, and requests a new computer/hardware by submission of the request to academic IT by emailing cvmsupport@iastate.edu
3. Price quote is created by Academic IT (Josh Mack or Deb Hoyt; or delegated to a staff member to assist them) and sent back to the requesting department for approval.
4. If there are questions about the quote, these are directed back to Josh Mack or Deb Hoyt to resolve prior to ordering.
5. The department approves the quote and provides an account number to purchase the computer.
6. The computer is ordered from the vendor
7. The computer is delivered to the Academic IT office.
8. Upon arrival the computer is placed into the CVM inventory.
9. Approved licensed standard software is installed. Timeline for this to occur from time of computer arrival until given to the users is a minimum of 2 days and may be longer depending on the workload.

ADDENDUM- Back up

Backup of Student Faculty Staff Desktop Laptop
• The responsibility for backing up the hard drive on any computer rests with the computer user or owner. Academic IT Desktop Support does not have the personnel or resources to routinely backup the over 1000 computers we support. If you would like to know how to backup your Desktop, Laptop or IT device please contact us at 515-294-0384 or cvmsupport@iastate.edu.

Email
Outlook (Exchange)
• All Exchange Outlook email is backed up by Central ITS. Email that has been deleted will be retrievable for 30 days from date of deletion. Outlook is the only support email client.

- File Backup Policy - U and T drive
• U and T drive data is backed up on a nightly basis and these backups are for 30 days. The Academic Computing Unit manages the quota space on the T and U drives. The Academic IT Unit does not enforce any quota for U and T drive use. The Academic IT Unit has complete discretionary decision on size and limit and may limit your space based on need.

Server backup
• The Academic IT Unit manages several servers for the college including but not limited to web, department, lab and general college servers. All college servers are backed up nightly and data is kept for 30 days from backup date. Off Site Backup is at ISU.

Different type of backups
Full = Backs up selected files and marks them as backed up.
Differential = Backs up selected files only if they were created or modified since previous backup, but does not mark them as backed up. 
Incremental = Backs up selected files only if they were created or modified since previous backup. 

Supported Types of Backup Media - Types of backup media supported by The Academic Computing Unit: 
  • External Disks
  Backing up to an external disk is a supported backup method with using one of the above software packages. Using the external disk method is the quickest and easy to backup and restore your data. When using the external disk method you are use storage that is volatile storage, meaning the drive has moving parts that can fail.
  • Blu-Ray
  • Backing up to Blu-rays is a supported backup method with using one of the above software packages. Using Blu-rays ensures that you have a hard copy of your data and is storable for long term non-volatile storage. The average Blu-rays holds 25 gigabytes (25000 megabytes). Network based (Crashplan) The Academic IT Unit offers a network based backup solution available to any faculty or staff. We provide the software, licensing, support and unlimited space for your backups. There is a cost associated with this backup. Please contact our Academic IT manager Josh Mack for more information.