

TECHNOLOGY SUPPORT POLICY

PURPOSE The Technology Support Policy is designed to assist faculty and staff to procure technology that is supportable.

SCOPE This Policy applies to all Brock University employees (i.e., faculty and staff).

If any provision of this Policy is found to be inconsistent with the provisions of a collective agreement, the collective agreement will prevail, unless the Policy provision is required by law, in which case the Policy provision will prevail.

**POLICY
STATEMENT**

For the purposes of this Policy, technology includes:

- Computers for administration use;
- Computers to be used in research;
- Tablets;
- Printers;
- Storage (e.g., USB, SD card);
- Mobile communications devices (e.g., smartphone)
- Systems / solutions used in teaching and learning.

All Brock University technology procurement must adhere to the Technology Support Standards which detail the requirements for the above listed technologies.

All proposed Brock University technology procurement must meet the requirements of the Brock University Purchasing Policy.

All Brock University technology procurement made in collaboration with Information Technology Services (“ITS”) are eligible for full support. All other technology procurements are eligible for “best effort” only support.

All procured University technology must be registered with the ITS Help Desk and affixed with a Brock University asset tag before connecting to the University network and receiving support.

COMPLIANCE AND REPORTING

ITS enforces this Policy and the related Standards at all times. Anyone who has reason to suspect a deliberate and / or significant violation of this Policy is encouraged to promptly report it to the ITS Help Desk as outlined in the Safe Disclosure Policy. Policy violations that come to the attention of the ITS Help Desk will be referred to the Director, Client Services.

Policy violations will be assessed and action taken to remediate the violation, including consequences where appropriate, subject to collective agreements and / or other contractual conditions.

Where Policy violations are considered severe and / or cannot be easily remediated, the incident will be escalated to the AVP, ITS for further action, subject to collective agreements and / or other contractual conditions. Periodically, the AVP, ITS will provide SAC with a summary of all policy violations.

Policy owner:	Associate Vice-President, Information Technology Services
Authorized by:	Current version: Executive Team Prior versions: Board of Trustees, Capital Infrastructure Committee
Accepted by:	Senior Administrative Council
Effective date:	June 2020
Next review:	June 2022
Revision history:	2019 2018 2017
Related documents:	Technology Support Standards Safe Disclosure Policy