



TECHNOLOGY SUPPORT STANDARDS

PURPOSE

The purpose of these Standards is to expand on the Brock University Technology Support Policy for technology used by University employees (i.e., faculty and staff).

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

All ITS personnel responsible for delivering goods, services or facilities by, or on behalf of, the University to the University community are required to comply with the Brock University AODA Policy.

PROCUREMENT ASSISTANCE

The Information Technology Services (“ITS”) Help Desk assists faculty, staff, students and the broader University community with technology procurement that is supportable and compatible with existing Brock University administrative infrastructure and services.

Windows-based desktops, laptops and tablets should be procured with the most cost-efficient version of Windows available. ITS can then upgrade to the latest Windows Professional version at no cost to the faculty or staff member.

For assistance, call the ITS Help Desk at extension 4357 or visit the Help Desk in the Campus Store from 9:00 a.m. to 4:00 p.m. Monday to Friday.

MINIMUM REQUIREMENTS FOR SUPPORT

Administrative / faculty desktop and laptop computers

A desktop or laptop computer purchased either directly by the University or by employees who apply to the University for reimbursement must support one of the following operating systems:

- Apple OS version 10.9 or higher;
- Windows 10 Professional;
- Linux.

Computers that have been used in the ITS computer labs for two years are available to employees. A re-deployed computer will be replaced on a three-year cycle when possible.

For more information contact the ITS Help Desk.

Research desktop and laptop computers

Desktop or laptop computers required to run a certain operating system or be of a certain generation to work with the specialized piece of research equipment will be supported by ITS staff to the best of their ability.

There are limitations to this support as some older computers and software will no longer be supported by the manufacturer and may be unfamiliar to ITS staff. In these cases, ITS will provide “best effort” support.

For more information contact the ITS Help Desk.

Administrative / faculty tablets

A tablet device either purchased directly by the University or by University employees who apply to the University for reimbursement must support one of the following operating systems:

- Apple iOS version 12.0 or higher;
- Android 8 or higher;
- Windows 10 pro version.

Research tablets

A tablet device used by Research may have unique operating system requirements, and as such, ITS will provide “best effort” support.

Printers

Departmental multi-function devices (MFDs - printer, scanner, copiers, fax) are available to departments with the printing volume to qualify for one and are the least expensive option for employee printing / scanning /copying.

Departments that do not qualify for a MFD can procure a network printer. ITS is available for consultation.

For information on qualifying for a MFD please contact Printing Services.

The use of University-provided individual desktop printers will be minimized where possible.

Mobile phones A mobile phone purchased either directly by the University or by employees who apply to the University for reimbursement must support one of the following operating systems:

- Apple iOS 12 or greater;
- Android 8.1 (Oreo) or greater.

APPROVAL

Please refer to the Procurement Policy for information about approval required for procurement.

REGISTRATION WITH ITS

All Brock University owned desktops, laptops, servers, tablets, NAS and printers must be registered with the ITS Help Desk and affixed with an ITS issued asset tag to receive support.

For more information contact the ITS Help Desk.

SUPPORT

University owned desktops and laptops

A computer that complies with the requirements outlined above and has a Brock University asset tag affixed will be fully supported by ITS for the following:

- Office 365 applications;
- Connecting to Active Directory, Brock Wi-Fi and LAN networks;
- Connecting to department shares and department printers;
- Device warranty repairs or replacement (if procured through ITS or Campus Store);

- Device OS upgrades and repairs;
- Software installation;
- Any other reasonable request.

The majority of Brock's computing resources are built on the Windows platform. Support is available for Apple's OS X operating system. ITS can support the Windows operating system on an Apple computer on a best efforts basis only.

BYOD desktops and laptops

ITS support services for the following will be provided for a BYOD computer that complies with the operating system requirements outlined above:

- Office 365 applications;
- Connection to Brock Wi-Fi networks;
- VPN;
- Departmental share drives connectivity;
- Data backup solutions for Brock institutional data;
- Brock University enterprise applications;
- Any other reasonable request.

The following ITS support services will not be provided for a BYOD device:

- Device warranty repairs or replacement;
- Device hardware repairs or modifications;
- Device OS upgrades or repairs;
- Device applications;
- Backup and/or transfer of personal information including pictures / videos / music.

University owned tablets

A tablet device that complies with the operating system requirements outlined above and has a Brock University asset tag affixed will be fully supported by ITS for the following:

- Office 365 applications;
- Connecting to Brock Wi-Fi networks;
- Device warranty repairs or replacement (if procured through ITS or Campus Store);
- Device OS upgrades and repairs;
- Basic device software installation;

- Any other reasonable request.

ITS support services for the following will be provided on a “best effort” basis, time and resources permitting:

- Device applications;
- Backup and/or transfer of personal information including pictures / videos / music.

Device hardware repairs or modifications are not supported by ITS.

BYOD tablets

ITS support services for the following will be provided for a BYOD tablet device that complies with the operating system requirements outlined above:

- Office 365 applications;
- Connection to Brock Wi-Fi networks;
- Backup of Brock data;
- Any other reasonable request.

The following ITS support services will not be provided for a BYOD device:

- Device warranty repairs or replacement;
- Device hardware repairs or modifications;
- Device OS upgrades or repairs;
- Device applications;
- Backup and/or transfer of personal information including pictures / videos / music.

Printers

ITS supports the entire MFD fleet and all approved network and desktop printers.

For more information contact the ITS Help Desk.

Storage devices

The ITS Help Desk will provide the following support functions for mass storage devices:

- Connecting to desktop/laptop;

- Password protection and encryption;
- Data recovery services whenever possible;
- Any other reasonable request.

The Help Desk will not provide the following support functions for mass storage devices:

- Removal of hard drive from external hard drive devices;
- Hardware repairs or warranty replacements.

Mobile phones

A device that complies with the operating system requirements outlined above will be fully supported by ITS for the following:

- Office 365 applications;
- Connection to Brock Wi-Fi network;
- Device warranty repairs or replacement (if procured through ITS or Campus Store);
- Device OS upgrades and repairs;
- Any other reasonable request.

ITS support services for the following will be provided on a “best effort” basis, time and resources permitting:

- Device applications;
- Backup and transfer of personal information including pictures, videos and music;
- Backup and transfer of text messages.

Device hardware repairs or modifications are not supported by ITS.

BYOD mobile phones

A BYOD mobile phone that complies with the operating system requirements outlined above will be fully supported by ITS for the following:

- Office 365 applications;
- Connection to Brock Wi-Fi network;
- Any other reasonable request.

ITS support services for the following will be provided on a “best efforts” basis, time and resources permitting:

- Device OS upgrades and repairs;
- Device applications;
- Backup and transfer of personal information including pictures, videos and music;
- Backup and transfer of text messages.

Mobile phone hardware repairs or modifications are not supported by ITS.