

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:

- Computing Devices (including but not limited to: end-user and server devices, for academic and non-academic use);
- Tablets;
- Printers;
- Storage (e.g., USB, SD card);
- Mobile communications devices (e.g., smartphones)
- Systems/solutions/Software used in teaching and learning.

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

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 and secured according to ITS acceptable use policy before connecting to the University network and receiving support.

COMPLIANCE AND REPORTING

ITS enforces this Policy and the related Standards. 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 is 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 2023
Next review:	June 2024
Revision history:	2023 2019 2018 2017
Related documents:	Technology Support Standards IT Acceptable Use Policy Safe Disclosure Policy