College of Humanities & Sciences
Supported Computers Policy

The College of Humanities and Sciences provides and maintains Information Technology resources to support the work of its faculty, staff and students. In order to support and maintain its Information Technology resources, the College of Humanities & Sciences established its Technology Services department under the Office of the Dean. To ensure the efficient operation of the Technology Services department and proper compliance with federal, state and university policies, this document details the conditions under which Humanities and Sciences Technology Services will provide maintenance and support services for desktop and laptop computers.

Maintenance and support of all computers owned by the College of Humanities and Sciences is the sole responsibility of Humanities and Sciences Technology Services. All other individuals are prohibited from installing or modifying computer hardware or software on computers owned by the College, unless prior authorization has been granted by Technology Services.

Humanities and Sciences Technology Services (Technology Services) will provide support and repair services for desktop and laptop computers owned by the College of Humanities and Sciences, provided they meet the following criteria:

- The computer was approved by Humanities and Sciences Technology Services and purchased in accordance with the College of Humanities and Sciences Computer Purchasing Policy.
- The computer is appropriately inventoried and reported to Humanities and Sciences Technology Services.
- The computer was a “recommended” purchase from Humanities and Sciences Technology Services.
- The computer is still under warranty from the manufacturer.
- The computer’s operating system is still fully supported by the software vendor and the vendor routinely provides security updates for the operating system.
- The computer has the Humanities and Sciences standard desktop, with limited user rights, installed.

Limited support services may be extended to computers owned by the College that do not meet one or more of the above criteria, but the level of service will be determined at the discretion of the Director of Information Technology for the College of Humanities and Sciences.

Limited support services may also be extended to computers owned by other Virginia Commonwealth University units or departments. The extent of service will be determined at the discretion of the Director of Information Technology for the College of Humanities and Sciences.
Support and Repair Services are as follows:

- Hardware diagnostic services where hardware failure is indicated.
- Network connectivity testing on the VCU Network (wired or wireless)
- Software and Desktop Support (of our standard H&S Base Desktop)

Humanities and Sciences Technology Service does not provide “end user” support (i.e. actual use of applications) for software. We will however install applications that are necessary for VCU instruction and research provided:

- The application is deemed necessary for VCU related work or research by the Director of Information Technology for the College of Humanities and Sciences.
- Licensing has been purchased through H&S Technology Services or IAW the College of Humanities and Sciences Purchasing Policy
- The College of Humanities and Sciences, VCU, a department in the College or a appropriate state agency is the license holder.

Humanities and Sciences Technology Services may decide that a particular computer or peripheral is obsolete or unsupportable. Computers and peripherals determined to be obsolete or unsupportable will be removed from the VCU network and disposed of in accordance with state and university policies.

Personally owned faculty and staff computers, wired or wireless networks outside of VCU and equipment owned by other agencies are not supported by Humanities & Sciences Technology Services.

In Compliance with:

- [VCU Computer and Network Resources Use Policy](#)
- [VCU Information Security Policy](#)
- [VCU Information Security Policy Implementation Procedures](#)
- [COV ITRM Information Technology Security Standard (SEC501-01)](#)
- [Virginia Department of Human Resource Management – Use of Internet and Electronic Communication Systems (Policy 1.75)](#)