ELECTRONIC SERVICE POLICY

Implementation Date: July 1, 2009
Revision Date:

BACKGROUND AND PURPOSE

This policy establishes conditions for the CIS department to provide service for desktop computers, laptop computers, mobile phones, printers, and other electronic peripherals and devices.

RELATED POLICIES

Acceptable Use Policy

SUPPORT

Computer and Information Services (CIS) will only provide direct support for devices that have a valid AASU decal. This AASU decal contains the words “Property of Armstrong Atlantic State University” along with a bar code and an identification number. These decals are placed on electronic devices peripherals when they are delivered to CIS and placed into service with end users.

CIS will not provide direct support for electronic devices that do not have this decal. From time to time, CIS may provide configuration or best practice advice to faculty, staff, and students that possess personal computers. However, CIS will not receive or directly reconfigure peripherals without the AASU decal.

Most AASU site license software is not available for computers without the AASU decal. The exceptions are as follows:

- Novell GroupWise Client (Available from CIS)
- WiFi Client (Located in the Cove)