POLICY STATEMENT:

Introduction

This policy establishes the conditions under which the Division of Information Technology will provide hands-on technical support (i.e., receive, troubleshoot, and configure) for electronic devices (server computers, desktop computers, mobile phones, laptop computers, printers, tablets and other devices).

Applicable policies and laws

The current Appropriate Use Policy for Information Technology applies to all IT Computer and Peripheral Support.

Scope

Information Technology provides hands-on technical support for electronic devices that have a valid Cal Poly Pomona decal, unless there is a prior agreement in place for hands on support authorized by the Vice President of Information Technology/Chief Information Officer. This decal contains the following:

Property of Cal Poly Pomona
California Polytechnic State University, Pomona
“Bar Code”
Identification number

These decals are placed on most electronic devices placed into service for the University.

Generally, Information Technology will not provide hands-on technical support for electronic devices that do not have this decal. However, from time to time, Information Technology may, at its discretion, provide configuration advice or best practice advice to faculty, staff, students, and others in the university community for their personally-owned electronic devices. While IT may provide advice for personally-owned electronic devices, Information Technology will not provide
hands-on technical support for electronic devices that do not have the Cal Poly Pomona decal or that are not directly owned by the university. Neither Information Technology nor the University is responsible for any equipment, connection, or other malfunctions on personally-owned devices that may result following the provision of any such advice.

From time to time, University electronic-devices may be marked as “Limited Support” or “Do Not Support” Information Technology will provide either limited support for equipment that is labeled with a “Limited Support” and will not provide hands-on support for items marked as “Do Not Support”.

Responsibility and Implementation

The responsibility for implementing and interpreting this Policy resides with the Vice President of Information Technology/Chief Information Officer and authorized designees.

APPROVED:

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President Soraya Coley, Ph. D.       Date
California State Polytechnic University, Pomona