Policy Statement.

The University of North Texas Health Science Center (UNTHSC) has established the following standards and policies for the acquisition, use, and disposal of microcomputers. This policy ensures that:

- Equipment procured is compatible with the UNTHSC’s data network.
- Unnecessary procurement of software is eliminated where a site license provides for all.
- Appropriate equipment is procured for system upgrades.
- All computer hardware electronic storage devices are sanitized or destroyed prior to the device being transferred or sold.

Guidelines for Computer Hardware and Software Support

1. Help Desk and Client Services currently supports IBM-compatible and Apple Macintosh microcomputers. The choice of selecting IBM-compatible or Macintosh platforms is left to the user or to their UNTHSC department. The minimum configuration requirements for procurement are updated regularly. The current minimum configuration for computer systems and recommended printers are posted on the UNTHSC Help Desk and Client Services website.

2. Deviations from the recommended hardware that are related to machine architecture, i.e. the operating system, network card, or any equipment below recommended standards, etc., will require an Information Resources Hardware/Software Approval Form. Purchase of a larger size monitor or additional speed or memory will not require the Form. The Help Desk does reserve the right to require this Form for additional hardware/software when it has been determined that such a process will safeguard the network or otherwise benefit the institution.

3. Purchase of modems, either as part of a desktop system or purchased separately to be installed in a desktop system, is strongly discouraged and requires an Information Resources Hardware/Software Approval Form. Notebooks computers can be purchased with a modem.
4. All recommended software not provided by the Help Desk may be purchased by users. In addition, non-recommended application software costing less than $1,000 may be procured without an Information Resources Hardware/Software Approval Form. All computer workstations must comply with copyright and licensing requirements for all software products and may not be copied or distributed without paying appropriate licensing fees.

5. All currently supported file formats and standard software are posted on the Help Desk and Client Services website. The software packages listed on this site are supported by Help Desk personnel. Training courses are offered through Organizational Development; and computer-based training software is also available. Support for non-recommended software will not be available through the Help Desk unless specifically authorized by the Executive Director of Information Technology Services. If the user or their UNTHSC department requests the installation of non-recommended software, it will be installed for the regular service fee, but agreement to support such software is not implied by such an installation.

6. The Help Desk provides certain software at no charge or at a minimal charge through site or enterprise licensing.

7. The Help Desk established a help line (phone extension 2192), and an email address (helpdesk@unthsc.edu) to handle all calls for support whether there is a charge or not.

8. Problems with network services will not be billed to users unless it is determined that the user caused the problem.

Application of Policy.
This policy applies to all UNTHSC students, faculty and staff.

Definitions.

Procedures and Responsibilities.

1. All hardware and software procured by users at UNTHSC with a cost per unit exceeding $1,000, except the Recommended Hardware on the Help Desk web page, must be justified through the submittal of the "Information Resources Hardware/Software Approval Form."

   Responsible Party: UNTHSC Computer Users
2. Purchase requests submitted to the Business Services Center without an attached, approved form will be returned to the user. The form, instructions, and a sample may be downloaded in Adobe Acrobat pdf format from the UNT Health Science Center Web site at http://intranet/departments/its/forms.cfm.

   Responsible Party: UNTHSC Computer Users

3. Help Desk and Client Services will approve or disapprove each request. The approval is qualitative, based on automation needs and automatic data processing (ADP) architecture compliance and does not constitute funding approval. If disapproved, a written explanation and/or recommendation will be returned with the request to the user.

   Responsible Party: Help Desk and Client Services

4. If users do not agree with the disapproval, they can appeal the action to the Chief Information Officer (CIO). The CIO will review and return a decision in writing to the user with a copy furnished to Help Desk and Client Services.

   Responsible Party: UNTHSC Computer Users, Chief Information Officer

5. Help Desk and Client Services staff provides microcomputer support services for all MAC/IBM-compatible PC computers that are owned by UNTHSC (must have a valid inventory tag) and meet the minimum system requirements listed on the Help Desk website. Charges for these services are based on whether Help Desk personnel deliver the support at the user’s site. In some cases, Help Desk may elect to assist remote users or users/departments in obtaining contract labor.

   Responsible Party: Help Desk and Client Services

6. The Help Desk and Client Services provide hardware service and repair within the capacity of the personnel and part available. The Help Desk will provide billable software support to the user on-site. This includes installation of legal software, installation and troubleshooting of legal copies of recommended software and on-site training to use recommended software.

   Responsible Party: Help Desk and Client Services

7. Each Department Head will appoint a representative to act as liaison with the Help Desk. The role of the liaison is to coordinate the IT needs of the department with the Help Desk. Liaisons attend meetings where the Help Desk gives a report on projects that will impact the users, shares useful software and hardware information, and provides an opportunity for the users to express concerns or
problems they have. Special training may be given to liaisons to better perform their role.

**Responsible Party:** Department Head, Help Desk staff

8. Help Desk and Client Services will present all billable and non-billable work orders to the Help Desk Liaison and/or department designated responsible party. This appointed person will have 30 days to dispute any charges; otherwise the amount will be transferred via IDT from the department’s designated primary account to the Help Desk.

**Responsible Party:** Department Head, Help Desk staff

9. Electronic storage devices, including copier/printer hard drives, must be sanitized or destroyed prior to the device being transferred or sold. If a user or their UNTHSC department desire to retain any information stored on an electronic storage device, the Help Desk will aid in the copy and transfer of the information to another storage device. Property Control will sanitize all computer hard drives that are transferred to their area.

**Responsible Party:** Department Head, Property Control

**References and Cross-references.**

**Forms and Tools.**

- Information Resources Hardware / Software Approval Form
- Minimum Configuration Requirements for Procurement
- Supported File Formats and Standard Software list
- Help Desk and Client Services web site
- Organizational Development training courses

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