Policy Name:	Provision of Information Technology Resources		
Policy No:	6.1	Approval Authority:	Senior Management Team
Volume	6, Computer Services	Responsible Party:	Director, Computer Services
Chapter	1, Provision of Information Technology Resources	Responsible Office:	Computer Services
Originally issued:	October 2015	Revisions:	

Policy Statement

NSCAD University provides information technology resources to ensure the organization runs efficiently, effectively and that members of the NSCAD community can perform the duties expected of them. Those using NSCAD information technology resources must understand and comply with this policy.

Reason for Policy

Information technology resources must be stewarded effectively to ensure operational effectiveness and efficiency. The costly nature of such resources and the high level of demand require a policy that governs the provision of information technology resources.

Policy Applies to

- All units of the University

Who Should Read this Policy

- All members of the University community who use NSCAD provided information technology resources
- Directors, and division chairs

Contacts

Approval Authority: NSCAD Senior Management team

Detail on policy meanings and application: Computer Services, computer@nscad.ca

_____
All policies are subject to amendment. Please refer to the NSCAD University Policy website for the official, most recent version.

Page 1 of 4

Definitions

Academic software: Software approved and purchased by the University that is required for the delivery of normal curriculum. Does not include software for research purposes.

**Core information Technology
Systems and Infrastructure:**   Those assets that make up the platform on which all individual computing devices and applications software function. The major components are the hardware, wiring, networking, data-center equipment and server fleet.

Enterprise-wide technology: Technology that impacts all or most users at the University and can affect and be affected by the functioning of other technologies.

ERP Systems: Administrative software consisting of applications, integrated processes, data storage and reporting technologies that assist administrators in operating and managing the organization.

The Policy

1. Principles

    1.1. Computer Services at NSCAD University maintains limited resources and must steward those resources efficiently and within a well-defined scope of activities and deliverables in order to meet the University's priorities and goals.

2. Responsibilities

    2.1. Computer Services works to ensure that all technologies required for the operation of the University meet or exceed the standards and best practices of peer institutions in the region.

    2.2. Directors and departmental chairs are responsible to make strategic and thoughtful decisions on information technology resources required for their units and ensure that information technology resources provided to their units are treated appropriately.

    2.3. Members of the University community are expected to treat information technology resources appropriately.

3. Core technology

    3.1. Computer Services must ensure that core information technology systems and infrastructure operate optimally on a continuous basis.

    3.2. The department places top priority on maintenance and support issues that affect our core technologies.

All policies are subject to amendment. Please refer to the NSCAD University Policy website for the official, most recent version.

Page 2 of 4

4. University equipment

    4.1. Computer Services supports only University-owned equipment purchased for the normal administrative and academic functions of faculty, staff and administration. Purchases for other use, including research, should include the required maintenance service from external vendors.

5. Personal computing equipment

    5.1. Under no circumstances will Computer Services staff work on personal computing equipment or devices. When possible, useful documentation is provided on our web site and through the Multimedia department to facilitate common tasks required to use personal equipment at NSCAD, but they provide reference examples only. Users are responsible for their personal equipment and use it at their own risk.

6. Enterprise software

    6.1. Computer Services is responsible for all software that is of an Enterprise-wide nature. This includes ERP systems, anti-virus, operating systems and desktop application software.

    6.2. Computer Services is responsible through the Multimedia Center for the licensing and maintenance of all standard Academic software that is part of the regular curriculum and installed in labs and studios.

    6.3. Computer Services supports only approved, licensed software. Personal, unlicensed and trial software should not be installed on University-owned equipment without express written permission.

    6.4. Where possible, Computer Services attempts to obtain vendor supported-software through warranty or agreement.

7. Purchasing information technologies

    7.1. All purchases of information technology must be approved by the Director, Computer Services.

    7.2. All purchase orders for information technology require the addition of the Director, Computer Services as an approver for processing to complete.

    7.3. Purchases of information technology by credit card and requests for reimbursement are reviewed by the Director, Computer Services before processing.

8. Requests for support

    8.1. Computer Services personnel accept requests for support for core technologies and standard software installed on University-owned equipment by e-mail and phone.

    8.2. Requests are logged and handled on a priority basis. Priorities are set by the Director, Computer Services. Any and all reports of service deficiencies may be made to the Director.

    8.3. In dealing with students on their use of NSCAD information technology resources, primary technical support should take place either through Multimedia or Student Services. If possible, student service areas should

All policies are subject to amendment. Please refer to the NSCAD University Policy website for the official, most recent version.

Page 3 of 4

avoid referring students directly to Computer Services. When advanced support is required, describe the issue to Computer Services. Computer Services will respond to the service center, who can then direct the student appropriately.

9. Compliance

9.1. Failure to comply with this policy may result in disciplinary action, up to and including termination, in accordance with the relevant collective agreement or employment guidelines. NSCAD also retains the right to pursue any action, including criminal prosecution and civil remedies, when misuse of its information or resources is suspected either during the course of employment or after the termination of employment.

9.2. This policy is intended to be complementary to other polices and collective agreements governing the conduct of faculty and staff. In situations where this policy may be in conflict with Collective Agreements, the Collective Agreements shall prevail.

Forms and tools

Electronic Device Procurement Policy 305-001
https://navigator.nscad.ca/wordpress/wp-content/uploads/2017/11/315-003-Electronic-Device-Procurement.pdf

Purchasing Policy 4.6
https://navigator.nscad.ca/wordpress/wp-content/uploads/2017/12/4.6-Purchasing-Policy.pdf

Recommendations and special programs for purchasing technology
https://navigator.nscad.ca/wordpress/home/services/computer-services/computer-purchasing/

Provision of Information Technology Resources https://navigator.nscad.ca/wordpress/wp-content/uploads/2017/11/CS_ProvisionITResources.pdf

All policies are subject to amendment. Please refer to the NSCAD University Policy website for the official, most recent version.

Page 4 of 4