WAYNE STATE UNIVERSITY

COLLEGE OF FINE, PERFORMING AND COMMUNICATION ARTS

Computing Support Manual
Date: 9/30/2014

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1. Introduction

Equipment (software and hardware) is essential to the instructional, research and creative activity of the College of Fine Performing and Communication Arts (CFPCA). Equipment also represents a significant expense and investment. This manual outlines the policies of the College and the University that govern the use and management of all equipment purchased using any university funds.
The information and guidelines described within this manual provides a reference source for faculty and staff to use when computing issues arise. The manual will be available electronically to all departments within the College on the College SharePoint site and CFPCA website.

1.1 College Technology Advisory Committee

> The College Technology Advisory Committee is composed of faculty and staff who advise the dean on policies related to information technology, and appropriate use of computing equipment. The committee will also help to establish priorities in the computing and information technology area of the college.

1.2 General Policy Statements

- 1.2.1 All hardware, software and equipment purchased using University funds (including startup funds and internal and external grants) is the property of the University. Wayne State University, CFPCA and departmental policies govern the use of all University-purchased equipment. Equipment cannot be loaned out or re-tasked without written approval of the department chair.
- 1.2.2 Equipment is generally purchased for two reasons: 1. Instruction, and 2. Research and Creative Work. While there may be some overlap, in general equipment purchased for instructional purposes using sources such as course material fees or Omnibus funds should not be reassigned to research/creative work except on the written approval of the department chair.
- 1.2.3 When possible and appropriate, instructional equipment should be made available for use by other departments and programs. Shared use will occur when these three conditions are met:
    1. When there are clear parameters for the use of the equipment.
    2. When scheduling permits around the normal equipment use within the host department.
    3. When the user can demonstrate appropriate skill, use and need

    In these cases, written approval of the chair is required for the use of the equipment.
- 1.2.4 As a general policy and practice, Computing Support Services (CSS) will have access to all WSU purchased equipment for purposes of inventory, audit and upgrade.
- 1.2.5 Equipment should be housed on campus in a secure location. If equipment is to leave campus, there must be written approval by the chair and a

specification of the length of time the equipment is to be off campus. Laptops are assigned to faculty and staff and they are assumed to maintain control of them. They must be made available for purposed of inventory, audit and upgrade upon request of CSS staff.

    1.2.6 When the original purpose for equipment no longer exists, such as when a grant is completed, the equipment may be reassigned by CSS.

    1.2.7 Use of all WSU hardware, software and equipment is governed by the university acceptable use policy: http://wayne.edu/policies/acceptable-use.php.

The Computing Support Services (CSS) staff of the College are:

Gary Cendrowski, Associate Director of IT for CFPCA
Chris Gilbert Service coordinator
Chris Scalise: Operations Specialist

The College also employs several student assistants or hourly employees to provide support for the CSS staff and to also monitor the computing labs within the College.

    1.3 <u>CFPCA Technical Support for Users</u>

1. Hardware support of all Windows PC's, Macintosh computers, tablets and peripherals within the CFPCA that were bought with University monies or grants
2. Support of all business software as approved by C&IT for Microsoft and Apple operating systems, Microsoft Office Suite, Adobe Acrobat Reader and Pro
3. Exchange server Email, contacts and calendaring, SharePoint Services, file sharing on the CFPCA servers
4. Backup of business unit computers and all server data: exchange, SQL, SharePoint.
5. Network printing and print services
6. Networking of computers and domain credentials (computer login and outlook web access, file-sharing access)
7. Purchasing of new electronic hardware: computers, peripherals, projectors and accessories
8. Purchasing of software for CFPCA business units, classrooms and labs
9. Removal and recycle of electronic equipment and software

    1.4 <u>C&IT Technical Support for Users</u>

1. Wayne Connect Email, calendaring and file sharing
2. Banner, Cognos, EPAF, Stars and Pipeline, Academia
3. Network issues from the wall port back to the switch and MDF
4. Access IDs and passwords for Banner, Cognos, Stars and Pipeline
5. Blackboard connectivity and use
6. VPN access and use
7. Network security

2. **Computer Hardware**

2.1 New Equipment

2.1.1 The department chair, after consulting with the Computing Support Staff (CSS), makes the final decisions regarding computer equipment needs and purchases. Consulting with the CSS is important to insure compatibility and adequate support.

2.1.2 The department chair should follow their five-year plan when determining new equipment needs.

2.1.3 The purchase of new equipment will be determined as follows:
1. Needs are presented to Chair by faculty or staff member.
2. Chair reviews information with CSS to determine best fit for the department profile and compatibility.
3. Chair submits request to Dean's Office for review.

2.1.4 Departments are responsible for the preparation and processing of all documents for purchasing computer equipment. This also includes any follow-up matters after the purchase of the equipment.

2.1.5 Electronic tablet and phone policy

2.1.6 Startup funds are provided for faculty to support their creative and scholarly work. There is a maximum three-year period to use startup funds. Equipment purchased with startup funds should also be reviewed by the CSS staff.

2.2 Installation

2.2.1 In general, installation should be considered and discussed with CSS staff before equipment is purchased.

2.2.2 Installation of computing equipment requires the following steps to be completed by the department:
1. Consult with CSS to determine wiring, furniture and security needs for the installation.
2. Prepare Telephone Service Request form for wiring needs and list a CSS staff as contact person on the TSR forms.
3. Submit form to Telecommunication's Office.
4. Make necessary arrangements for appropriate furniture and security before equipment is installed.
5. Store equipment in approved secure location until installation.
6. Call CSS to arrange an installation time

2.2.3 Technical support calls to a manufacturer of equipment not covered under warranty will be the responsibility of the department. Please note that this may require a credit card or purchase order.

2.3 <u>Replacement Schedule</u>:

    2.3.1 Requests for equipment replacement will be reviewed as follows:
1. Department Chair or representative consults with CSS regarding replacement needs.
2. Chair submits request with justification and estimated cost with source of funding noted.
3. Dean's Office reviews and determines necessary action.
4. The department will be responsible for the preparation of the purchase requisitions for the equipment replacement.

    2.3.2 When computing equipment is replaced, the old equipment will revert back to the College equipment pool and may be reassigned. It will be picked up by CSS.

    2.3.3 Computer workstation replacement for faculty and staff will be reviewed on a four-year cycle.

2.4 <u>Inventory</u>

    2.4.1 The CSS staff will maintain an inventory of all computing equipment within the College. The information will be reviewed and updated annually during the spring/summer semester. Inventory data will be available to the departments in [SharePoint.](#) Please contact the CSS staff for further information.

3. **Computer Software**

3.1 Installation

    3.1.1 Only legally-purchased and installed software will be supported by the CSS staff.

    3.1.2 All new and updated software will be installed by the CSS staff. Please leave a voice mail request on the CSS information line at 7-8341 or you can submit the request on the web through the [HelpSpot](#) link.

    3.1.3 Only software related to the academic program will be installed on the equipment in the computing labs. All other programs and files will be periodically removed from the equipment.

    3.1.4 All software purchased by the College is university property and should **only** be installed on university computer systems.

    3.1.5 All software should be registered to CFPCA and Wayne State University.

    3.1.6 Software packages and licenses will be stored with CSS.

    3.1.7 Access to the University computing/administrative systems should be obtained by departments. The procedure to obtain access to university systems is as follows:

        1. Obtain Administrative Systems Access Request form.
        2. Determine system access needs and complete form.
        3. Submit form to Dean's Office for approval.
        4. Notification by email regarding authorization for access will come from the University security office.

3.2 Support

    3.2.1 The CSS staff will annually review the software being used in labs and offices during the Spring/Summer term. CSS will recommend any software upgrades needed. This information will be discussed with the department chair and faculty or staff for input regarding the department's priorities. Information will then be forwarded to the Dean's Office for review and possible funding.

    3.2.2 CSS only supports University-approved software for department offices. Site license of software for labs is encouraged. Departments should consider the purchase of a site license for multiple labs in their department.

    3.2.3 The [Software Clearinghouse](#) will distribute university site licenses. Further information about site licenses can be obtained at 7-4060.

    3.2.4 Support software for lab servers and networking will be supplied by CSS.

    3.2.5 Technical support for software is usually provided through the software vendor either by phone, fax or [CFPCA Help Desk](#) . The department will fund the cost for this support.

    3.2.6 Basic questions regarding the software programs supported by the College can be forwarded to the [CFPCA Help Desk](#) or the CSS help line at 7-8341. Messages will be answered within 48 hours.

    3.2.7 Please remember that the CSS staff will not provide help unless the employee has attended an introductory workshop in the software being used. [See Section 5 on p. 9 for software Training Sources.]

4. Computer Labs

4.1 Assistance

4.1.1 Assignment of lab monitors will be the responsibility of the departments and CSS.

4.1.2 Lab assistants will be supervised by the department and CSS staff.

4.1.3 Labs will not be open without a lab assistant or faculty member present.

4.1.4 Lab hours and lab assistant assignments will be determined after a meeting with a departmental representative and the CSS staff.

4.1.5 Lab guidelines, hours, and rules will be posted in the lab at the beginning of the semester.

4.1.6 If a lab assistant is not available during normally scheduled lab hours, the lab will be closed and a replacement lab time will be posted in the lab the following day (if necessary).

4.1.7 Any person using a lab must show WSU ID and have a class in that particular lab. Students will sign in and sign out on the "Computing Lab Usage Log" when they are using the lab facilities during non-class hours. A sample log sheet is included in the appendix.

4.1.8 If requested, CSS will supply a class and student roster to lab assistants to check students into the lab, making sure the students indeed have a class in that lab.

4.1.9 Labs are generally used for instructional purposes although some labs also have creative and research uses.

4.1.10 Research faculty will be responsible for computers in Research Labs only. CSS will provide limited assistance in these Labs.

4.2 Training

4.2.1 Training sessions for faculty regarding the use of the computing labs will be offered before the beginning of the fall and the winter semesters. A schedule of the training sessions will be emailed to all faculty and staff in the college and will also be posted in SharePoint under IT Support.

4.2.2 Faculty teaching a course in a lab must have working knowledge of all hardware, software and peripherals in the lab.

4.2.3 Faculty must also have some basic knowledge of network applications, due to the fact that most lab workstations and printers are connected to the network.

4.3 Equipment & Software

4.3.1 All labs must have appropriate furniture to support equipment and wiring.

4.3.2 All lab hardware and software will be purchased through the department. CSS will provide advisory assistance in the purchase of new hardware and software.

4.3.3 Lab software updates will be purchased by the department and installed by the CSS staff.

4.3.4 Software installed in labs will be reviewed annually by the CSS staff, and recommendations will be made for upgrades or replacement.

4.4 <u>Lab Security</u>

4.4.1 It is the department's responsibility to correctly secure all lab equipment in their facilities using university-approved devices (see Security section).

4.4.2 Security measures for after hours and weekend lab usage will be as follows:
1. No lab open after 9:00 PM, Monday – Friday
2. No lab open after 5:00 PM on Saturdays

It is NOT recommended to have open labs on Sundays4.4.3 It is the department's responsibility to have all labs closed and secured when not in use.

4.4.4 Software and files that are not related to the academic program will be periodically removed from all computing lab equipment.

4.4.5 The department offices will provide keys for labs. The lab assistants will return keys at the end of the semester.

5. <u>Training Sources</u>

5.1 It is the responsibility of the faculty member teaching a course using a specific software program to understand and be able to teach the software to the students in the class. Each department chair will verify this with their faculty before the beginning of each semester. CSS does not provide training for software. [See Section 3.2.7 on p. 6]

5.2 Training in the use of various software programs is provided by the following sources:
1. University Accelerate inside Academica
2. WSU Training Office for workshops listed at the Human Resources web site
3. Software vendors for specialized training

5.3 Training in the use of various software programs is provided from the following sources:
1. WSU provides computer system and software training through its Training and Development Office. Their phone number is 7-2111. The website with their workshop offerings is located at: http://www.wayne.edu/hr/oed/training
2. Software vendors should be contacted for specialized training

5.4 CSS will not be responsible for comprehensive software training. They will be available to answer basic questions if the employee has taken introductory training.

6. <u>Repair</u>

   6.1 Repair recommendations will be made by CSS. Repairs and parts will be installed by CSS whenever possible.

   6.2 Requests for equipment repair will be made to CSS using the [online HelpSpot request form](#) or by calling the CSS Help Line at 7-8341.

   6.3 The department will purchase all replacement parts.

   6.4 It is the responsibility of the department to package and return any items of hardware or software that need to be returned to the vendor.

   6.5 All hardware and software warranties are to be filled out and sent in by the department, with assistance from the CSS.

   6.6 If computing hardware is still under warranty, the vendor should be contacted first regarding repairs to the equipment

7. Security

   7.1 Each department is responsible for the securing of all equipment by the University-approved methods. Guidelines for securing equipment can be found on the Risk Management web site. A copy of the administrative policies and procedures regarding Equipment Security is included in the Appendix.
   7.2 Before new equipment is uncrated and installed it must be stored in a secured location within the department. Each department will determine a location for this purpose and have it approved by the CSS staff before it can be used.
   7.3 Security of all laptop computers and Mobile devices purchased by the College are the responsibility of the user.
   7.4 Security and Confidentiality of student data: http://reg.wayne.edu/pdf-forms/seccor1.pdf
   7.5 Recommended Security Practices: http://internalaudit.wayne.edu/security-practices.php
   7.6 Confidential Information and Information Technology System Policy: http://computing.wayne.edu/docs/u.p.2007-02-confidential-info.pdf
   http://computing.wayne.edu/docs/u.p.2007-01-itsystems.pdf
   7.7 Payment Merchant Services and Payment Card Industry Data Security Standards (PCI DSS) http://fisopsprocs.wayne.edu/appm/1.7 appendex a.htm

8. Property Loss

   8.1 Theft is to be reported immediately to Public Safety, Building Coordinator, Risk Management and the Dean's Office. Listed below are the phone numbers for some of those offices:
   Public Safety: 7-6057
   Risk Management: 7-3110
   CFPCA Dean's Office: 7-5206
   8.2 Guidelines regarding reimbursement from Risk Management for any loss can be obtained from their office file claims link.
   8.3 Answers to questions about property loss claims can be found at the following web site: http://idrm.wayne.edu/risk/faq.php#property

9. Database Information & Management

9.1 Data Management Services

      9.1.1 Departmental data from any of the three mainframe systems (student, human resources, financial) that is not available through standards Cognos reports can be requested from [HelpSpot.](#)

      9.1.2 Data requests should include the specific fields that are needed along with the date required. A four-day lead time should be allowed for most reports and an understanding of the relative time delays on the various systems is necessary.

      9.1.3 Data will be sent to the departments electronically.

      9.1.4 All departmental staff using electronic data should also be using the Microsoft Office Suite of programs for compatibility.

9.2 Informational Reports

      9.2.1 College informational reports are available through Cognos.

10. <u>General Information</u>

All faculty and staff will be required to remember their own login ID's and passwords for E-mail and Network Login . Directions for help regarding your University Access ID is available (C&IT Helpdesk). Help with College user ID and password can be obtained from. 7-8341. Questions regarding hardware and software issues should be reported online using the HelpSpot system or by calling 7-8341. They will be logged-in and responded to within two days. Please be prepared to provide the following information when leaving a voice mail message on this line:

1. Name
2. Email address
3. Department and Office location
4. Phone number
5. Problem description

11. **APPENDIX**

[Computing and Information Technology Phone Numbers](#)   Wait on this link

[CFPCA Request for Computing Support Services](#)

[Telephone Service Request Form](#)

[WSU Banner and Administrative Systems Access Request](#)

Computing Equipment Inventory
[Art](#)
[Music](#)
[Communication](#)
[Deans office](#)
[Theatre/Dance](#)

[CFPCA Help Spot](#)

[Copying of Computer Software Programs policy](#)

[C&IT Help Desk](#)

CFPCA Mobile Computer Policy

[APPM Equipment Security](#)

[Access ID Account Maintenance and Password Resets](#)

[Microsoft Office 2010 online Help](#)

[CFPCA SharePoint PC Link](#)

[CFPCA SharePoint Mac Link](#)