

Information Technology Policy

Norman J. Arnold School of Public Health

Summary

This policy defines the policies and procedures that the Arnold School of Public Health's (ASPH) Information Technology (IT) team follows in their goal of providing the School's users assistance with computer related issues.

The policy is based on the principle that the electronic information environment is provided to support ASPH business and its mission of education, research and service. This policy does not set down "acceptable use" guidelines for University owned equipment and networks. For more information about USC's "acceptable use" policy, please see this link:

<http://www.it.sc.edu/webSiteDirectory.asp?MODE=All&menuID=3>

Purpose

The ASPH IT team makes computing resources (including, but not limited to, computer facilities and services, computers, networks, electronic mail, and electronic information and data) available to faculty, students, staff, and registered guests to support the educational, research and service missions of the University.

In doing so, the ASPH IT team has developed a system by which users can receive computer support. The sections of this policy address the various kinds of support the ASPH IT team offers. Suggestions for obtaining support, hardware and software purchases, user account support, and software support issues are all made with more efficient service in mind. Providing all of the information required in the initial support request for a new user, ordering hardware primarily from one manufacturer, or any of the other suggestions in this policy make all aspects of computer support better and more efficient.

Obtaining support from the ASPH IT team

The ASPH IT team prefers that all support requests are emailed to SPHSupport@gwm.sc.edu unless the user is incapable of emailing for any reason. The reasons for requiring this email are the ability to contact the entire ASPH IT team with one email since we all read the Support mailbox, a record for us of work completed, and a system for tracking progress on current work.

Logging and queuing work based on emails received is a lot more efficient than keeping track of verbal requests and telephone calls.

New Hardware purchases

For new computer purchases, the ASPH IT team recommends that all systems are purchased from Dell unless there is sufficient proof of functionality in another brand that is not offered from Dell. The proper procedure for ordering a new system from Dell is to visit their Higher Education Institutions website and choose the system and specifications from there.

The best way to use Dell's site is to save an **Equote** after choosing your system. This **Equote** Number and **Equote** Name can be used on the Purchase Requisition that is sent to Purchasing at USC. Using an **Equote** ensures that Purchasing will order the exact system from Dell.

If needed, users can work with us to choose specifications based on the use of the system. If a user chooses their own specifications, they should review them with us before ordering the system they've chosen. Please send us your **Equote** information that Dell provides you so that we can retrieve your exact system in order to review it.

New systems should be ordered with a Pentium processor (**Not Celeron**), the Windows XP Professional operating system, and without any Microsoft Office software. The Office license on campus is free, so any option on a new system offering Office should be removed.

Below are basic guidelines when choosing specifications for a new system:

Desktops	We recommend Dell's Optiplex line of desktop computers. The Optiplex line is geared towards business users and uses more proven, stable hardware and less software intended for home users as found in the Dimension line.
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Laptops	We recommend Dell's Latitude line of laptop computers. The Latitude line is intended for business users and uses more proven, stable hardware and less software intended for home users as found in the Inspiron line. However, with laptops, the suggestion to go with the business class laptop is not as strong as with desktop computers.
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For printer purchases, we recommend HP as the primary brand to purchase unless there is sufficient proof of functionality in another brand that is not offered from HP.

For all other hardware purchases that a user is unsure of, please contact us about it at SPHSupport@gwm.sc.edu.

New Software purchases

Licenses for many software packages are available on campus at a reduced academic rate. The ASPH IT team will still take care of the install of the new software, but **licenses are purchased by the individual departments** from Computer Services. For a current list of available discounted software, please see this link: <http://www.sc.edu/software/>

If you need assistance with purchasing software not included on that list, please contact us at SPHSupport@gwm.sc.edu.

Minimum System Requirements

The ASPH IT team has adopted the following minimum system specifications in order to provide a better standard of support and computing within the School. This list will be updated as time passes and older technologies are phased out.

- Windows 2000, and Windows XP desktop operating systems. (**Windows 95, 98, Windows ME, and Windows XP Home are not supported operating systems.**)
- Minimum of a Pentium III - 866 MHz system
- Minimum of 256 MB of RAM
- Minimum of a 10 GB hard drive

All support for systems not meeting these minimum specifications will be handled on a case by case basis.

Older systems being phased out will be taken by the ASPH IT team to be wiped clean and removed from inventory at Consolidated Services on campus per University guidelines.

User Account support

All user account requests, Groupwise account requests, and problems should be submitted to SPHSupport@gwm.sc.edu. When submitting a request for a new user account, include the following information for the new user in your email:

- Full Name
- Social Security Number (SSNs must be called in, not emailed per USC)
- Department
- Faculty, Staff or GA status
- Office number
- Office Phone number

Software Support

If the software you are having problems with is on the SPH list of Supported software that we maintain, install, and troubleshoot, support requests should be directed to SPHSupport@gwm.sc.edu. For a current list of software we support, please see this page: <http://sph.sc.edu/it/itquestions.htm> and click on "What software does SPH have and support?"

All other software troubleshooting should be done with the manufacturer of the software having problems.

Other software issues that the ASPH IT team should be notified of are as follows:

- Server storage problems with the Shared drive, any private folders you have on SOPHSERV, and any problems with Class folders on AKUMA in the SPH student computer lab.
- Groupwise problems or support requests.
- Software needed in the SPH student computer labs for coursework. All software for lab use should be submitted the semester prior to when it will first be needed.