The Bader International Study Centre
Policy and Procedure

Provision of IT Services, Equipment and Technical Support

Date created: 10/05/2022
Date revised: N/A
## Provision of IT Services, Equipment and Technical Support

### Category:

**Name:** Provision of IT Services, Equipment and Technical Support

### Approval:

**Policy Advisory Committee**

### Responsibility:

**Librarian and Head of Learning, Information and Communications Resources**

### Dates:

**Approved:** 19/05/2022

**Last Revised:** N/A

### Definitions:

<table>
<thead>
<tr>
<th>Term</th>
<th>Meaning</th>
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<tbody>
<tr>
<td>BISC</td>
<td>The use of BISC within this document refers to the Bader International Study Centre and its subsidiary Herstmonceux Castle Enterprises Ltd.</td>
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<tr>
<td>Mobile device</td>
<td>Any portable computing device such as a smartphone, laptop or tablet computer.</td>
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<tr>
<td>Work-issued device</td>
<td>Any static or mobile device paid for by the BISC and given to staff and faculty for the purposes of work.</td>
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### Purpose:

The purpose of this policy is to detail the level of services and technical support and the type of equipment that IT will provide to different members of the BISC community.

### Scope:

This policy applies to all staff and faculty of the BISC, guests of the BISC who visit on official business, guests of employees staying on campus not for official business, event providers, event attendees and students.
Policy:

**Employees**

**IT Account**
BISC IT will obtain for all employees (including those on short-term contracts) from main campus an IT account (also known as a NetID account).

**Access to email**
Each employee will be given an email address as part of their NetID account.

**Access to Microsoft Office products**
All employees will be given access to the complete Microsoft Office suite as part of their NetID account.

**Provision of technical support**
IT will provide technical support in relation to any work-issued device or work system.

IT will not provide technical support for personal devices except for:

- When connecting personal laptops to BISC printers;
- Instances where a personal device is used to access work systems, and where no alternative access to the system is available;
- Personal devices owned by employees resident on campus, where IT has been consulted in advance about the compatibility of the device with the BISC network.

**Provision of equipment**
IT will provide equipment for work-related purposes only. At a minimum IT will provide access to a desktop PC, a telephone and printing, copying and scanning facilities for any employee whose work requires such services. IT will lend additional equipment to faculty members for use in teaching rooms, but faculty members are responsible for collecting equipment from IT and returning it to IT (or Reception if IT is closed) after use.

IT will facilitate access to mobile devices on a case-by-case basis based on a work need as defined by the line manager or departmental lead. Individual departments are responsible for the purchase of mobile devices. Please see the separate Mobile Devices Policy https://www.queensu.ca/bisc/images/Mobile_devices_policy.pdf.

**Guests of the BISC visiting on official business**
IT will enable temporary access to BISC systems for all guests visiting the BISC on official business, including providing access to a desktop PC or laptop (if required), an account for logging into Biscsecure (if Eduroam is not an option) and provision of printing, copying and scanning facilities.
It will provide technical support for any work-issued device or work system for guests, but will not provide support for personal devices.

**Guests of employees**

IT will not provide access to BISC systems for guests of employees through use of an account, and will not provide technical support for any systems or devices beyond enabling guests of employees to access the Biscwireless wifi network.

Employees must not share with their guests their own account details.

IT provides access to the network via ethernet ports in all residence rooms and encourages guests who require a faster internet connection to use this in preference to the wifi network.

IT will not lend equipment (including adaptors) to guests of employees or provide them with access to printing, copying or scanning facilities beyond the services available at Reception.

**Event providers**

IT will provide equipment and technical support for event providers (both BISC and HCE) as agreed at the time of the event booking. IT requires that all equipment and support bookings be made at least a week in advance of an event and will not be responsible for the unavailability of equipment or support not identified in the booking but required during the event.

IT provides HDMI connections to all equipment and therefore requires event speakers to bring their own adaptors suitable for connecting their devices via HDMI.

IT will support events held outside of regular office hours at a cost of £30 per hour per IT Technician in attendance.

**Event attendees**

IT will not provide support to event attendees beyond enabling their access to the Biscwireless wifi network.

IT encourages event attendees who require faster internet connections to use the ethernet ports in their residence rooms, rather than the wifi network.

IT will not lend equipment (including adaptors) to event attendees or provide them with access to printing, copying or scanning facilities beyond the limited services available at Reception.

**Students**

All students are issued with IT accounts and email addresses by main campus ITS.

IT will offer short-term (no longer than two weeks) loans of equipment to students, such as laptops, cameras and adaptors, on a case-by-case basis.
IT will not provide technical support for student devices beyond what it is possible to do without major changes to the configuration of the device’s software or hardware. Where IT is unable to provide support, they will advise students on where to seek technical support.

**Hours of support**

IT provides support between 9.00am and 5.00pm, Monday to Friday (excluding bank holidays). For IT support outside of these hours, the IT team should be contacted at least a week in advance of the event to arrange adequate IT support. Support booked in advance will be charged appropriately and in accordance with the policy above. IT support which is not booked in advance will be considered emergency or out-of-hours support and will be responded to dependent on availability of team members and the urgency of the problem.

**Support requests**

Regular requests for support should be put through to the IT help desk by emailing bc.ithelp@queensu.ca. One of the team will respond to requests as soon as practicable. Requests for emergency or out of hours support should be put through to Reception who will then contact the Librarian and Head of LICR.

<table>
<thead>
<tr>
<th>Date for Next Review:</th>
<th>19/05/2023</th>
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</thead>
<tbody>
<tr>
<td>Related Documents:</td>
<td>Access to and acceptable use of BISC information technology for staff and faculty. Mobile devices policy. <a href="https://www.queensu.ca/bisc/images/Mobile_devices_policy.pdf">https://www.queensu.ca/bisc/images/Mobile_devices_policy.pdf</a></td>
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<td>Superseded by:</td>
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