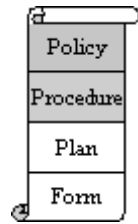




**Student PC Support
Policy and Procedure**
Version 1.2 Dated October 24, 2006



Pace University reserves the right to amend or otherwise revise this document as may be necessary to reflect future changes made to the I.T. environment. You are responsible for reviewing this Policy periodically to ensure your continued compliance with all Pace University I.T. guidelines.

Purpose

This policy outlines the extent to which The Division of Information Technology's Client Support Office (CSO) will support personally-owned student computers and printers.

Included in this policy is what CSO will:

- support
- fix—under warranty and not under warranty
- attempt to backup or recover, if necessary
- perform to resolve printer problems

The CSO supported PC and Laptop manufacturer list is:

- IBM
- Dell
- HP
- Apple

Guidelines for PCs and Laptops

The CSO offers complete repair service on the models available from manufacturers listed in the CSO supported list above.

- All PC's and laptops must meet the minimum standard of 533 mhz and Windows 2000 for support.
- If the PC is under warranty, and the hardware is in need of service, the CSO will order and install the parts at no cost.
- If the PC is not under warranty, and the hardware is in need of service, the CSO will explain to the user what part must be purchased and then the CSO will install the part at no cost.
- If the student PC model is not on the CSO supported list, the CSO will provide only basic network access support and limited technical support (anti-virus software installation, operating system patches and virus scanning).

- If it becomes necessary to re-image a student's PC that is on the CSO supported list, the CSO will attempt to back up all information on the hard drive prior to starting service (refer to *Student Equipment Waiver* for liability).
- The student must supply all original software media—including operating system and drivers.
- The CSO will not re-image hard drives or reinstall operating systems or software without the original licensed software and software keys.
- The CSO will make every effort to return the PC within 48 hours, depending on parts availability. However, during busy times, e.g., semester start-up, the turn-around time may be longer than normal.
- The student will be required to sign the *Student Equipment Waiver* before any diagnosis is made. The student will receive a copy of the *Student Equipment Waiver*, including an initial diagnosis of the problem. The student can check on the progress of the repair work at any time by accessing his request at <http://doithelpdesk.pace.edu>.
- Loaner equipment *will not* be supplied during the servicing of a student's PC or Laptop.

Guidelines for Printers

- The CSO will attempt to diagnosis printer and perform basic repair if possible.
- If parts are needed and/or basic repair is not possible, the student will be referred to the printer manufacturer.
- Loaner equipment *will not* be supplied during the servicing of a student's Printer.

Questions concerning this or any other Information Technology Policy may be directed to DoIT's Customer Support Center via <http://doithelpdesk.pace.edu>.



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