

Policy Title: ITS Support Policy

Policy Number:

Date Issued: January 11, 2012

**Responsible Executive: Associate Vice President,
CIO & CISO**

Date Last Revised: April 24, 2026

**Responsible Office: Information Technology
Services**

ITS Support Policy

Policy Statement

Baylor University (“Baylor” or the “University”) provides a range of support levels through ITS for information technology systems (computer hardware, computer software, communication devices, related infrastructure items, etc.).

Reason for the Policy

This policy is necessary to provide optimal support resources for all Baylor faculty, staff, and students.

Individuals/Entities Affected by this Policy

Who is affected by this policy

This policy applies to all active members of the University community, including faculty, staff, students, and affiliates, and to authorized visitors, guests, contractors, and others for whom a University technology resource or access to the network has been provided.

Technology affected by this policy

Baylor University technology systems (including, but not limited to, computers, computer accounts, internet, printers, networks, network devices, software, electronic mail (“email”), webpages, video systems, telephones, mobile devices, telephone long distance and voice mail accounts) are provided for the use of the University community in support of the programs of the University. The use of technology systems is a privilege, not a right, that may be revoked at any time.

Exclusions

Non-designated IT Systems

Related Documents and Forms

University Policies and Documents

ITS Hardware Support Guidelines
Hardware Replacement Schedule
ITS Software Directory
ITS Mobile Device Guidelines
Technology Purchasing Guidelines
General Support Guidelines
Backup Guidelines for Departmental Computers
Technology Usage Policy
Network Usage Policy
System Administration Policy

Forms and Tools

Forms and tools are available at <https://its.web.baylor.edu>.

Definitions

These definitions apply to terms as they are used in this policy.

Baylor University Designated Information Technology Systems	Baylor-owned, licensed, or operated technology systems including, but not limited to, computers, computer accounts, internet access, printers, networks, network devices, software, electronic mail ("email"), webpages, video systems, telephones, mobile devices that are purchased through approved procurement for the use of University community in support of the programs of the University
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Contacts

Subject	Contact	Telephone	Office email/web site
Support	ITS Help Desk	254-710-4357	https://helpdeskplus.web.baylor.edu/

Responsibilities

Chief Information Officer or Designee	Responsible for ensuring the policy remains current and for managing the application of the policy
ITS HelpDesk+	Primary contact for troubleshooting, installation, and lifecycle support
Departments	Ensure equipment is purchased through approved channels and maintained according to ITS standards and replacement guidelines

2. ITS Support Policy

Users	Follow Technology Usage Policy and security practices
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Principles

ITS Support Levels

ITS will provide tiered support levels for designated information technology systems:

- 1) Full Support – ITS will provide resources to maintain designated information technology systems in working order.
- 2) Limited Support – For specialized technology that has been approved through Technology Governance, procured via authorized channels, and does not fall within Baylor’s standard vendor contracts, ITS will provide limited assistance. This support is focused on making reasonable efforts to keep designated systems operational, subject to resource availability. Specific limitations and responsibilities are outlined in the ITS Support Guidelines.
- 3) No Support – ITS will not provide resources nor will ITS make an effort to support non-designated information technology systems.

ITS Support Services

- Installation – Install and replace computers and printers in alignment with the Hardware Replacement Schedule.
- Hardware Repair – Maintain and repair designated information technology equipment in accordance with the Hardware Support Guidelines.
- Software Support – Provide assistance for standard applications as listed in the Software Support Catalog.
- Network Connectivity – Ensure network access for designated information technology equipment.
- Backup and Restore – Perform data backup and restoration as outlined in the Backup Guidelines for Departmental Computers.

Sanctions

All sanctions will be defined within the appropriate ITS guidelines.