Policy Title: ITS Support Policy	Policy Number:
Date Issued: January 11, 2012	Responsible Executive: Vice President of Information Technology
Date Last Revised: April 2, 2020	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, 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 because of misuse.

Exclusions

Non-designated IT Systems

1. ITS Support Policy

Related Documents and Forms

University Policies and Documents

ITS Email Guidelines
ITS Hardware Guidelines
Hardware Replacement Schedule
ITS Software Directory
ITS SmartPhone/PDA Guidelines
Technology Purchasing Policy
Technology Systems Usage Policy

Forms and Tools

Forms and tools are available at www.baylor.edu/its/.

Definitions

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

Baylor University Technology Systems	Baylor-owned, licensed, or operated 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 that are provided for the use of University community in support of the programs of the University

Contacts

Subject	Contact	Telephone	Office email/web site
Support	ITS Help Desk	254-710-4357	https://www.baylor.edu/its/index.php?id=44608

Responsibilities

Chief Information Officer or Designee	Responsible for ensuring the policy remains current and for managing the application of the policy

Principles

ITS Support Levels

ITS support levels fall into the categories below:

1) Full Support – ITS will provide resources to maintain designated information technology systems in working order.

2. ITS Support Policy

2) Limited Support – ITS will make available limited resources to attempt to maintain designated information technology systems in working order. Limits are detailed in the ITS Guidelines.

3) No Support – ITS will not provide resources nor will ITS make an effort to support non-designated information technology systems.

Sanctions

All sanctions will be defined within the appropriate ITS guidelines.