

End User Technology Support

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Campus Techs

TSC

Technology Standards

Staff

Technology Standards

1. Summary

The standards and support levels in this document are developed and maintained by the Technology Support Committee (TSC) and ratified by the IT Oversight Committee. The TSC will regularly review and revise these standards based on emerging hardware technologies, software development, and the needs of the University.

2. Rationale

Hardware and software standards have been established to benefit the University as a whole and are based on the current technology available combined with the current needs of the students, faculty, and staff of UVU. The primary considerations for hardware & software standards are:

- Improved levels of support
- Reduced cost of support and service
- Improved reliability and stability
- Economies-of-scale relevant to hardware and software procurement
- Security

3. Standards

3.1 Hardware

3.2 Software & Operating Systems

3.3 Security

3.4 Networking & Wireless

3.5 Servers

3.6 Active Directory

3.7 Media Equipment

3.8 Computer Labs

3.9 Cell Phones & Cellular Devices

4. Support

4.1. Fully Supported

4.2. Partially Supported

4.3. Unsupported

5. Asset Control and Inventory Procedures

5.1. Useful life of equipment

5.2. Redistribution and Transfer of Computer Equipment

5.3. Hardware Purchasing

5.4. Inventory Procedure

6. Relevant Technology Policies

- Appropriate Use of Computing Facilities
- Computer Equipment Maintenance And Repair
- Ethics in Computer Use
- Academic Freedom and Information Access
- Institutional Data Management and Access
- Monitoring and Review of Employee Electronic Communications or Files
- Responsibility for Security of Computing Devices Connected to the UVU Network
- Use of University Technology Equipment
- Private Sensitive Information

Workplace Feedback

