

UNIVERSITY OF DUBUQUE
OFFICE OF TECHNOLOGY

Department Descriptions,
Standards, Policies,
&
Procedures

Approved by University Administrative Cabinet

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University Mission Statement Support

The Office of Technology supports the University of Dubuque Mission Statement and Vision. Below are excerpts of specific steps of the University Action Plan that are facilitated by the Office of Technology.

Ensuring Academic Excellence Action Plan step 3:

“Students will be challenged to embrace life-long learning in and outside of the classroom. Educational experiences will be enhanced by service, learning, and technology. Use of the library and other external data sources will be emphasized. The University will be technologically current and a leader in classroom technology.”

The spirit in which the Office of Technology operates and recommends policies or procedures is congruent with the University’s Action Plan for Modeling the Lifestyle of a Functional Christian Community.

Office of Technology Mission Statement

The Office of Technology's mission is to provide the University of Dubuque with information and educational technologies that support and enhance the effectiveness, productivity, and creativity of the entire campus community.

Goals

1. Provide service of hardware, software, audio/video and other related equipment in terms of procurement, maintenance, training, and ongoing support. This includes consultation and/or assistance with integrating technology into administrative and academic areas.
2. Maintain and expand the network infrastructure.
3. Increase student, faculty, and staff access to new educational tools.
4. Develop and enforce a Technology Acceptable Use Policy that is consistent with the Mission Statement, Values and Vision of the University of Dubuque.

Areas of Responsibility

Campus Telephone System

- Phones
- Fax
- Nortel Call Pilot Voice Mail
- Nortel Meridian 81C, PBX
- Call Tracking and Accounting

Computers

- Desktops
- Laptops
- Labs

Computer Network

- Academic Computing
- Administrative Computing
- Internet Access
- Email
- Web Site Support

Computer Peripherals

- Printers
- Scanners
- Network Fax Machines
- Blackberries & PDA's

Video Distribution System

Network Infrastructure

- Servers
- Switches
- Routers
- Hubs
- Modems
- Cabling

- Cable (in Technology Center, Peters Commons and Myers Library)
- Satellite Programming

Distance Learning

- ICN Classroom
- PictureTel Video Conferencing Equipment

Audio/Visual Equipment

- Televisions, VCRs and DVD Players
- LCD projectors, Overhead Projectors, Slide Projectors, and Document Cameras
- Projection Screens
- Camcorders
- Digital Cameras
- Amplifiers, Mixers, and Speakers
- AV Switchers and Control Systems
- SmartBoards

Help Desk

- Software Support
- Hardware Issues
- Assistance with technology purchases

The Staff

Office of Technology

2008

Sherry Cusick
Director of Technology

Network Hub

563.589.3737 tel - 563.589.3412 fax - scusick@dbq.edu

Sherry's primary responsibilities include administering the campus network and backbone that is comprised of Novell, Windows 2003 and Linux servers. Her other responsibilities involve maintenance of all user accounts, network servers, and printers. Sherry is also responsible for managing the technology staff that assures the functionality of the campus computer network, telephone system, and audio/video equipment. Sherry graduated from the University of Dubuque with a BS in Computer Science and has been with the University of Dubuque since 1987.

Richard Feller
Director of Information Services

Network Hub

563.589.3737 tel -563.589.3412 fax - rfeller@dbq.edu

Dick is responsible for the administrative computer system (Jenzabar EX Teams Elite), database administration, the Nortel PBX phone system, the CallPilot Voice Information Processing (voice mail) System, and the DataCard/CBORD ID Card System. Dick became Director of Information Services at the University of Dubuque in 1988. He holds both a BS degree in Medical Technology from Loras College and a BA degree in Computer Science from Clarke College. Dick has also completed Microsoft SQL Administration training as well as advanced training in all Jenzabar EX modules and PowerSoft's InfoMaker. He has also completed all available training courses in the Microsoft Office applications.

Mike Willis
Director of Multimedia

Van Vliet, Room 100

563.589.3350 tel - 563.589.3450 fax - mwillis@dbq.edu

Mike oversees the instructional use of technology on campus. Services include equipment, technology orientation, and special event support. Mike earned his B.A. in English Literature from Lawrence University and his M.A. in Art History from the University of Kansas. He has worked at the University of Dubuque since the fall of 2000.

Skip Hefel
Network Specialist

Network Hub

563.589.3737 tel - 563.589.3412 fax – shefel@dbq.edu

Skip provides primary backup support for the Network Administrator plus supplemental support for all other Technical staff positions. Skip joined the Office of Technology late in 2007 and brings with him a wide array of experience in network administration, hardware and software support, cabling, and electronics. He graduated from Herzing College with an AAS in Electronic Service Engineering. Skip is also a Novell Netware CNE, a Zenworks Specialist and a Journeyman Technician in the IBEW #704.

Molly Coyle
Senior Microcomputer Specialist

Network Hub

563.589.3737 tel - 563.589.3412 fax – mcoyle@dbq.edu

Molly's responsibilities include desktop computing and troubleshooting all computer hardware and software issues on campus. Molly is one of the Technology staff you will meet in person when issues arise. Molly received her B.A. from the University of Northern Iowa in 1991, and is A+ Certified. She has had more than ten years of experience as an analyst, a microcomputer specialist, and HelpDesk support person.

Terry Reeg
Microcomputer Specialist

Network Hub

563.589. 3737 tel - 563.589.3412 fax – trees@dbq.edu

Terry joined the Technology staff in late 2007 and is another staff member that you will meet in person when issues arise. Terry's responsibilities include assistance with the troubleshooting of all computer hardware and software issues on campus. Terry has an AAS in Electronics Engineering Technology from Hamilton Technical College plus several years experience in hardware, software, and network support. Terry is also A+ Certified.

Jeanine Schromen
Help Desk/Technology Support

Jackaline Baldwin Dunlap Technology Center, Room 113

563.589.3737 tel - 563.589.3450 fax – jschrome@dbq.edu

Jeanine's primary responsibility is facilitating help requests for campus computer hardware, software, and telephone systems. Coming to us with 8 years of computing and troubleshooting experience, Jeanine joined the UD staff in January 2002. She graduated from Northeast Iowa Community College with an Associate of Applied Science in Business Computer Programming, and has achieved CompTIA A+ Certification.

Ronda Powers

Administrative Assistant to the Technology Office

Jackaline Baldwin Dunlap Technology Center, Room 113

563.589.3569 tel - 563.589.3450 fax – rpowers@dbq.edu

Ronda provides administrative assistance, work-flow analysis, and backup helpdesk support for the Office of Technology. This includes budget, purchasing, documentation, training and scheduling plus other specialized processes within the office. She came to the University in 2005, after an 18-year career with the City of Dubuque, working mostly as a Computer Operator and Network/Application Analyst. She graduated from Northeast Iowa Community College with an Associate of Applied Science in Business Computer Programming, and has a diploma in Accounting/Bookkeeping from NITI.

Hardware Standards

Platform standards are designated to facilitate ease of support of common systems. The listing below is effective for 2007-2008 and is subject to yearly review by the Office of Technology as new products and services develop.

Computer Hardware

HP Desktop
HP Laptop

LCD Projectors

Sharp
NEC

FAX

Panasonic
Hewlett-Packard
Brother

DVD/VCRs

Sony

Networking Infrastructure

Cisco

Printers and Scanners

HP

Servers

Compaq DL360 & Blade Servers

Audio/Video

AV switches: Extron
AV controllers: Extron & AMX

Video Cameras

Canon (MiniDV)

Phones

Nortel

Hardware Policies

1. The Office of Technology provides hardware support for established standards only.
2. While the Office of Technology provides standard equipment for all employees at no cost to individual departments. Costs affiliated with the purchase of new equipment for new personnel or for specialized departmental functions will be the responsibility of the department making the request.
3. The Office of Technology will assist with all aspects of technology related purchases including investigating competitive pricing, ordering, setting up, connectivity to the network and, in some cases, training.
4. **All purchases for technology related hardware must bear the signature of a staff person from the Office of Technology before being processed by the Business Office, regardless of the funding source.**
5. **Departmental credit card and Staples purchases for technology related hardware must be approved by the Office of Technology prior to the purchase being made.**
6. **The Office of Technology reserves the right to refuse installation and support services for hardware that has been purchased without their approval.**

Software Standards

Software standards are designated to facilitate ease of support and staff development. The listing below is effective for 2007-2008 and is subject to yearly review, as coordinated by the Office of Technology as new products and services develop.

Productivity Applications

Adobe Acrobat Pro 8.0
Internet Explorer 7.0
Microsoft Word 2007
Microsoft Excel 2007
Microsoft Access 2007
Microsoft PowerPoint 2007
Microsoft Publisher 2007
Microsoft OneNote 2007
Microsoft FrontPage 2003
Endnote
Mediasite
SynchronEyes
Turning Point
Inspiration/Kidspiration
Roxio

Network Software

GroupWise 7.0
Novell Netware
Windows 2003
SurfControl
WebSense
Symantec Antivirus
Symantec Backup Exec
Bradford Access Control

Administrative Software

Jenzabar EX Suite
ID Card System
Goldmine (Admissions)
Horizon (Library)
JTACQ (Library)
PowerFaid (Financial Aid)
MSBuyBack (Bookstore)
Nortel Optivity Manager

Courseware (restricted access)

Visual Studio.NET 2005
Dreamweaver MX
PaintShop Pro
Authorware
Adobe Homesite
MS Project 2007
Visio 2007
Java
Crystal Reports
Dark Basics
JGRASP
MSSQL Enterprise
3DMax
Adobe After Effects
Adobe Illustrator
Adobe InDesign
Adobe Photoshop
Adobe Premiere
Adobe Creative Suites
Gleim FAA Testing
CessView
Microsimm
SPSS
ESRI ARCGIS

Software Policies

1. The Office of Technology provides software support for established standards only.
2. Software support includes installation, maintenance, upgrades, training, and assurance of functionality.
3. ALL software purchases for individual departments must first be approved by person(s) in charge of that particular department. Upon departmental approval, **requests must be routed through the Office of Technology** for assistance in pricing, versions, formats, sourcing and installation. For non-standard or specialized software training & software support will be a relationship between the department and the vendor.
4. If approved software is intended to run on the campus network, 45 working days must be allowed for set-up time.
5. Use of all University owned and licensed software is **restricted to activities relating directly to the operating goals and mission** of the University of Dubuque.
6. Software licensed to the University is not to be copied or loaded on undesignated systems.
7. Software not purchased through the Office of Technology will not be supported. If installation of unapproved software is requested by an employee, the employee must provide both the software (CD or DVD) and documentation (a photocopy of the license or Purchase Order/Invoice). This documentation must be made available at the time the technician does the install. Failure to have proof of licensing will mean the software cannot be installed. If unapproved software creates an operating conflict with University provided/approved software, an attempt will be made to accommodate both software packages. However, if the conflict is irreconcilable or inappropriate, the non-supported software will be sacrificed. Faculty and staff must maintain a list of such specialized software to assure proper reinstallation of all needed software in the event the computer has to be re-imaged. Re-imaging typically occurs twice per year.
8. Under no circumstances will a student download, or attempt to install any software (Exception: Students with specific instructions from the Office of Technology, such as Work-Study).

University of Dubuque

Technology

Acceptable Use Policy

The Communications section of this policy applies to the University telephone and Voice Messaging System, as well as the computer network system.

ACCESS

1. Access to and use of the computer systems and networks is limited to the faculty, staff, and students of the University of Dubuque. Others may be granted access for good cause at the discretion of the University.
2. Acceptable use of hardware and software includes study, research, teaching, and administrative work. Incidental personal use is not permitted without express permission of a University Vice President or President.
3. All students will be granted full access to select software applications, the Internet and remote access capabilities.
4. All students, both full and part-time are provided with email accounts as long as registered at the University of Dubuque. Student email accounts are disabled 30 days after December and May graduations.
5. Attempts to gain access (log in) to another person's account, or attempts to read someone else's mail or files, unless the owner publishes the file on the Internet, is prohibited. Sharing an account with another person is prohibited. Passwords are to be confidential.
6. The University of Dubuque Computer System is capable of tracking "footprints" of all users. If a user disputes allegations of inappropriate use, the Office of Technology will make any relevant tracking documentation available as evidence to administrative and/or investigative authorities.
7. Students will be provided with an initial amount of 250 sheets of paper each semester for printing in the computer labs. Amounts used beyond that will be charged to the students at a rate that will cover the costs of paper and ink. Balance information is available anytime the student logs into the computer system.
8. Students living in University housing may connect to the Internet via the University network. Students must perform an initial system security certification before this access is granted. Students may obtain information about this procedure from the Office of Technology HelpDesk.

9. Network connections for students living in University housing will be deactivated if any other computer or device is plugged into that port, or if there is any unusual traffic or security issues. The student may need to bring in the desktop or laptop for recertification if a virus or other traffic generating activity is suspected.
10. Residential students may elect to use an alternative Internet Service Provider and bear the responsibility for the associated costs.

DATA

11. The University will take reasonable efforts to back up all data and files saved on the University servers. The University assumes no liability for data lost or destroyed.
12. The University of Dubuque does not guarantee computer systems to be safe from system errors or operator failures.
13. The Office of Technology will back up and protect all files and databases within the Administrative Software Application and Academic Servers. Files saved to the server by employees will also be backed up.
14. The Office of Technology may inspect or remove personal files as needed to diagnose problems and maintain the system in good working order. Reasonable effort will be taken to notify the owner prior to their removal.
15. Unauthorized use, duplication, or transmission of copyrighted material (including software) is prohibited.

COMMUNICATION

16. The University computer and telephone system may not be used for illegal activities, nor may it be used to threaten or harass others. The system may not be used to send chain letters, or to post solicitations or advertisements. The University is not liable for harassment, threats, or impositions resulting from unacceptable use of the computer network. Individuals who believe they are being harassed are to process the incident through the Human Resources Office or the Dean of Students.
17. Email should be used with the understanding that electronic communication is never really private. The UD email system is for UD related activities. Employees and students are encouraged to use external email accounts for personal or non-professional communication.
18. Mass email, or voice mail, (aka spamming) from any student or employee to the entire University of Dubuque community (students, employees, or both) must first be approved by the Vice President over the requesting Office. Periodic messages may arrive via mass email, or voice mail, from the Office of Technology that relates to the functionality of the network.

19. The University of Dubuque Computer System is not a public forum and cannot be used for indiscriminate use. Use of the campus network (and all electronic components under the auspice of the Office of Technology, including voice mail) must be consistent with the Mission, Values, and Vision of the University. Any activity that does not reflect the University mission will be considered a violation of the Acceptable Use Policy and can result in restricted or eliminated access to the computer system. Examples of activities that are not permitted are:

- A. **Commercial Use** – No student or employee can use the University of Dubuque Computer System, or other equipment to offer or provide products or services unless approved by the University Administrative Cabinet. Purchasing products and services via the campus system is at risk of the user. The University of Dubuque is not responsible for financial obligations from unauthorized use of the system by anyone.

- B. **Political Lobbying** – Although everyone is allowed to express opinions and analyze measures regarding legislative matters, using the University of Dubuque Computer System, or other equipment to engage in fund raising or other political lobbying must first be approved by a Vice President, or the University Administrative Cabinet. It is acceptable to use the Computer System to communicate opinions to elected officials via the Internet.

- C. **Inappropriate Use**
 - 1. Criminal speech and/or speech or use, in the course of committing a crime—e.g., threats to persons, instructions on breaking into computer systems; child pornography; drug dealing; gang activity, etc.
 - 2. Speech, or use, that is inappropriate:
 - a. Inappropriate language, video, or graphics – obscene, profane, lewd, vulgar, disrespectful, threatening, or inflammatory language; harassment; personal attacks, including prejudicial or discriminatory attacks; or false or defamatory material about a person or organization.
 - b. Dangerous information – information that if acted upon, could cause damage or present a danger of educational or business operation disruption.
 - c. Violations of privacy – revealing personal information about others.
 - d. Abuse of resources – chain letters, “spamming,” jokes or other such mail. (Spamming is sending an annoying or unnecessary message to a large number of people)
 - e. Sending messages for the purpose of selling goods or soliciting responses for goods or services. (This excludes sales announcements by administrative/academic departments and University related groups.)
 - f. Copyright infringement or plagiarism.

- g. Pornographic material – electronic and print material which, by their design, are salacious, lascivious, lecherous, lustful, or demeaning to humans in their portrayal of aberrant sexual behavior.
- h. It is unacceptable to distribute a computer virus or engage in any procedure that interferes with the normal operation and delivery of services over the network.

HARDWARE & SOFTWARE

- 20. Users of the UD network should conserve network resources. Activities that result in excessive use of network bandwidth, server storage, or system time are restricted (this specifically includes the downloading and storing of video or music files along with the storage of personal pictures).
- 21. Only legal, licensed software applications may reside on or be transferred over the UD network. Reproduction of such software or its related documentation is forbidden unless explicitly authorized by the software developer. All University faculty, students and employees shall use computer software only in accordance with license agreements and Mission, regardless of the ownership of the license. All shareware programs must be registered in accordance with their license and use provision.
- 22. Hacking--unauthorized modification of operating systems, application software, or network software on any system attached to the UD network is strictly forbidden. This includes any activities that result in a denial of service.
- 23. Tampering with terminals, microcomputers, printers or any other associated University-owned equipment is strictly forbidden. Removal of computer equipment, disks, paper or documentation from a computing facility is also unacceptable.

CONSEQUENCES

- 24. Violation of the above policy and any other inappropriate use of the computer system, Internet, telephone system, or any systems under the purview of the Office of Technology will result in the suspension of the privilege of use. Suspension of use will be immediate, with the duration of the suspension then determined by the University judicial processes. The System Administrator may close a suspect account at any time, as required, and will, in the case of a University student, then notify the Dean of Student Life and the Vice President of Academic Affairs; and in the case of a seminary student, then notify the Dean of the Seminary. The administration, faculty, and staff may request the Office of Technology to deny, revoke or suspend specific user accounts. Any person identified as a security risk may also be denied access. If an employee of the University is in violation of the policy as previously described, they will be subject to discipline in accordance with University Policy.
- 25. Any person, or persons, altering or attempting to alter without authorization, the cabling or component of any computer system, will be restricted from access and/or subject to criminal prosecution, if appropriate.

26. The Office of Technology will investigate complaints it receives from computer users at this and other institutions when those complaints pertain to inappropriate use, including messages that are sent by University of Dubuque students.
27. A student suspected of violating the *Acceptable Use Policy* will be notified via campus email, mail, telephone, or appointment with the Office of Technology. An office of a Vice President or President will notify University employees suspected of violation. It should be understood that the above policies do not preclude prosecution in cases of criminal misconduct under current laws and regulations of the city, the state, and Federal Government.

Campus Telephone System

DESCRIPTION

The campus telephone system is comprised of a Nortel PBX (Option 81C) with both analog and digital capabilities and is supported by the Director of Information Services. Qwest provides both local and long distance service via three, 24 channel, T1s. In addition, the University uses the Nortel CallPilot Voice Information Processing (voice mail messaging) system.

POLICIES & PROCEDURES

1. Charges for long distance telephone calls and faxes are billed to individual offices and departments making the calls.
2. Personal long distance calls made by employees are to be reimbursed to the office or department phone budget account.
3. The entire *Acceptable Use Policy* section under Communication (page 14-16) applies to the campus telephone system.
4. Mass voice mailings are to be submitted in text format for approval from the Vice President overseeing the department or office making the request, or from the Dean of Student Life.
5. Staff and Faculty are approved to create and/or maintain one voice mail distribution list with which to send information to a University group or committee whose activities are consistent with the Mission, Vision and Values of the University of Dubuque. If additional distribution list capabilities are required, individuals must request this access through the Vice President who oversees the requesting office.

Procedures for Check-Out Equipment

The Office of Technology has audio-video equipment available for loan by University faculty, staff, and students for work-related purposes. The most heavily used equipment is listed below. Contact Mike Willis at x3350 for more information.

DESCRIPTION OF CHECK-OUT EQUIPMENT

Item	Number Available	Location	Contact	Notes
Portable LCD Projectors	Three	Library	Mike Willis	
Laptop Computers	Five	Library	Mike Willis	Additional laptops available at the library circulation desk.
Camcorders and Tripods	Three	Library	Mike Willis	MiniDV formats.
Slide Projectors	One	Library	Mike Willis	
Conference Phone	Two	Hub	Richard Feller	For conference calls in any room with an analog line
Cassette Players and Headsets	Six	Library	Mike Willis	

PROCEDURES

1. Equipment use is limited to University faculty, staff, and students, for University-related business.
2. Liability for the equipment will rest upon the employee or student who checks it out.
3. Reservations are made by contacting Mike Willis at extension 3350 (email: mwillis@dbq.edu) unless otherwise noted.
4. Faculty, staff and students are responsible for picking up and returning the equipment from the Media Services office unless other arrangements are made in advance.
5. Length of check out is limited to one day, except weekends. If more time is needed, faculty, staff and students may request an extended checkout, pending equipment availability.
6. Faculty, staff and students are **encouraged** to reserve the equipment at least **48 hours** in advance of intended use.
7. Faculty and staff may take the equipment off campus for presentations. Students are required to provide instructor confirmation.

Procedures for Classroom Equipment

DESCRIPTION

Commonly used audio-visual equipment such as televisions, VCRs, DVD players, and overhead projectors reside in classrooms for daily use by University faculty, staff, and students.

PROCEDURES

1. All mobile classroom equipment on carts is available by reservation only. Do not assume that a cart will be in your classroom unless you have made a reservation with Multimedia Services.
2. Reservations are made by calling or emailing Mike Willis at x3350 (mwillis@dbq.edu).
3. Do not move any equipment without the permission of the Multimedia Specialist.
4. If equipment is not functioning, or if you need assistance setting up equipment, contact the Help Desk at 589-3737.
5. **Training is highly recommended** for faculty planning on using classrooms with technology unfamiliar to them. Orientation sessions are offered at the start of each semester. To learn more, contact Multimedia Services at x3350.

Procedures for Other Equipment

The following equipment is also available for use by University faculty, staff, and students. On-going training sessions are available throughout the year. In addition, the Office of Technology can provide individualized training upon request by appointment to Staff and Faculty. Students are recommended to enroll in courses at the University to learn how to use this equipment.

DESCRIPTION OF EQUIPMENT

ITEM	DESCRIPTION	Locations
Flatbed Scanner	Scans photos, letters, and art into computer	T111 Library Lobby Library 212
CD-Rewriteable drives	Allows user to copy data onto CDs	T103, T111, Library Public Area & Lab 106, Myers Lab 151, Goldthorp GIS Lab.
2 Satellite Dishes	For receiving telecasts from PBS, the Annenberg Foundation, and other programs only available via satellite.	Contact Mike Willis.
PictureTel 970	For videoconferences, board meetings, and job interviews outside the state of Iowa.	T202
ICN Room	Classroom on the Iowa Communications Network, for distance learning classes within the state of Iowa.	T201
Polycom Sound Station Conference Speaker Phones	Conference speaker telephones to be used for various meetings where analogs phone lines are available.	Contact Help Desk

PROCEDURES

1. Employees need to arrange time for training on the equipment, if needed, before an actual need arises. The Office of Technology provides training on the equipment but does not have the staff for actual production of presentations and media. Offices or departments are responsible for their own creations.
2. The cost of all satellite conferences, video conferencing, and ICN room connections, for all University of Dubuque activities must be included in departmental budgets. Reservations by external groups will be subjected to a Technology Use Fee, plus a room rental fee determined by the Room Reservations Committee and approved by UAC on a yearly basis.

3. Scheduling of ICN sessions is handled through the Office of Technology.
4. All Mediacom cable, UDTV, and satellite programming are not to be recorded (for profit and/or non-profit) unless proper and legal procedures are accounted for in conjunction with the Office of Technology.
5. Use of all the equipment is restricted to activities that are consistent with the Mission Statement of the University of Dubuque and described on page 13 of this document, regarding Acceptable Use Policy.

Help Desk Procedures

DESCRIPTION

The Help Desk is available to all employees and students to receive assistance with **technology-related** issues. This includes hardware, software, and functionality of all services and equipment listed on the proceeding pages. All inquiries and requests of the Help Desk will be accommodated in a timely fashion within the policy below.

The intent and purpose of the Help Desk is to assist and facilitate smooth operations. All employees are encouraged to attend the regularly scheduled software training sessions provided by the Office of Technology. These training sessions will provide a solid foundation upon which specific ‘how-to’ questions can be addressed. While the Office of Technology Help Desk will publish frequent instruction sheets, maintain a “Frequently Asked Questions” area on the Intranet, and assist with software questions, **it is not intended to supplant basic software training.**

PROCEDURES

1. The Help Desk is limited to the employees and students of the University of Dubuque.
2. The Help Desk is limited to hardware and software purchased by the University of Dubuque.
3. Normal business hours for the University of Dubuque Technology Help Desk are Monday through Friday from 8:00am to 5:00pm. The Help Desk is closed on UD observed holidays. There are occasional instances when the Help Desk may be closed for staff meetings or unforeseen circumstance.
4. Note: Help Desk email is monitored periodically outside normal working hours by technology staff members. Voice mail left at the HelpDesk outside of normal working hours is attended to on the next working day.
5. All inquiries and requests should be routed through the Help Desk at ext. 3737 or through the Help Desk email, HelpDesk@dbq.edu. Employees and students **should not contact Office of Technology Staff members directly for assistance.**
6. Each call will generate a work order to an Office of Technology staff person that can best provide solutions. All jobs are documented and handled in the order received unless emergencies dictate otherwise.

7. Emergencies (as determined by the Office of Technology) are handled immediately. In case of multiple emergencies, the order of priority for resolution will be:
 - 1st - Academic and classroom functionality
 - 2nd - Administrative operations
 - 3rd - other
8. Urgent widespread technology-related difficulties experienced outside of the normal business hours (8:00 am to 5:00 pm, Monday thru Friday), can be reported to Security at extension 3333. Please do **NOT** call any of the Tech staff members at their home. Security will take the prescribed steps to notify the appropriate Tech staff person of the problem.