



Information Services Department Computer Hardware Installation and Support Policy

Purpose: The purpose of this policy is to ensure that all CU Medicine computer hardware is properly installed and efficiently supported.

Scope: The following guidelines apply to the installation and support of all CU Medicine computer hardware deployed to CU Medicine Administrative employees.

Policy: CU Medicine computer hardware shall be implemented by CU Medicine Information Services (IS) staff. Employee-owned Smart Devices are to be connected to CU Medicine email system by IS staff.

IS staff will only install computer hardware that has been pre-approved by the IS department. Additionally, synchronization of employee-owned Smart Devices to CU Medicine's email system must be pre-approved by the employee's director.

CU Medicine computer hardware may not be removed from the firm's premises by employees without proper authorization. CU Medicine employees authorized to remove laptops and/or the data projector are excepted.

The IS department will only support hardware that has been installed by IS staff, and has been pre-approved by the IS department.

The IS department will perform the initial troubleshooting of all CU Medicine hardware problems.

The IS department will provide the employee with the diagnoses and a course of action.

The IS department will coordinate all CU Medicine hardware repairs with appropriate vendors, with the exception of printers, copiers and multi-function devices.

At the end of its useful business life, all computer hardware is to be returned to the IS department for proper disposal.