

## **POLICY: IT SUPPORT FOR PERSONAL DEVICES**

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**Purpose:** In order to support Plant Operations staff more effectively, Plant Operations IT (POIT) has implemented a policy for supporting personal devices that covers all personally owned wireless network communication devices (e.g., access points, laptops, personal digital assistants (PDAs), etc.) that are used to connect to any UH network. This policy is meant to clarify and communicate the support services available to Plant Operations staff at large.

### **Definitions:**

Personal Devices – These include laptop computers, PDAs, and any other devices purchased with personal or non-UH funds.

### **POLICY GUIDELINES:**

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POIT recognizes that staff require access to computer resources from off campus; however, POIT also recognizes that because of the variety of hardware, software, and connection alternatives available to the off-campus user, it is not feasible to provide support for personal devices. As a courtesy, POIT provides the following limited support of personal laptop computers that are used for work purposes:

- Wireless network connection problem troubleshooting.
- E-mail client configuration.
- Configuration of VPN Access.
- Set up of Remote Desktop Connection.
- Configuration of POIT fully supported software (with appropriate licensing requirements met). Please refer to the list of [POIT fully-supported software](#).
- **No hardware support is provided for personal laptops.**
- **No support is provided for home desktop computers and personal PDAs.**

**Requirements for Support:**

- POIT does not assume any liability for a user's personally owned computer/device.
- Users must install all software themselves on their computer/device. POIT can only help configure software after the software is installed and working normally. POIT cannot assume liability for installing software on personally owned computers/devices.
- No troubleshooting can take place if the computer is not operating normally during software configuration. If the computer is not operating normally, the user should take the computer/device to a third-party repair center.
- Priority support will be given to UH computers and resources, and assistance for personally owned equipment may be provided only as time permits. There is no guarantee that an IT staff member will have time or expertise to provide assistance with a personally owned device.
- Unfortunately, POIT cannot recommend, provide specs, offer support, or be liable for any personally owned (non-UH owned) computer equipment or networking/Internet services. Due to the quantity, complexity, and diversity of computer hardware and software combinations, liability issues, and time and resource limitations, we are unable to extend our services beyond UH owned equipment, apart from the limited assistance mentioned above. If even a routine service call would damage or disable a personally owned computer, we would not have the funds and resources to be able to repair/replace or resolve the problem (especially multiplied by the large number of personally owned computers).

**IMPORTANT - Data/Software Backup**

In the course of performing the limited services on personal devices described above, it is possible that all software, including operating systems, other programs, and user data files may be lost. This can result from the intended or unintended consequences of the configuration process. It is the responsibility of the equipment owner to back up all software and data on your computer's hard drive(s) to other appropriate backup storage systems **before** requesting POIT assistance. It is the responsibility of the device owner to have and provide authentic, individually owned and registered software in the event reinstallation is necessary. Plant Operations staff are herein advised that POIT shall not be responsible at any time for any loss, alteration, or corruption of any software, data, files, or damage of hardware on any personal device.