



Technical Support Services

IT Support Policy

Purpose

The Technical Support Services department of The John B. Pierce Laboratory, Inc. provides computer and information systems support for all staff members. In this document *Technical Support Services*, *IT Department*, and *IT* are all synonymous. The purpose of this policy is to describe the basic level of service that will be provided, and to identify the limits of the IT Department's support role.

Scope

"IT support" is defined as responses to any queries made by end users to the IT Department regarding failures, problems, issues, questions, and other matters relating to the operation and continuity of Laboratory-owned PCs, servers, networks, web sites, software, peripherals, telephony, mobile devices, and other equipment.

The range of support offered by the IT support staff will vary depending on the problem, the number of staff or resources available to resolve the problem, the criticality of the problem, and other factors regarding the nature of the support requested. Priority will generally be given to mission-critical applications, workflows, and assets first, moving down in priority sequence.

Contact

The IT support staff contacts are listed below:

- Angelo DiRubba (IT System Administrator)
562-9901 ext-380
adirubba@jbpierce.org
- John Buckley (Tech Services Mgr)
562-9901 ext-223
jbuckley@jbpierce.org

Policy

The following policy statements exclude the support of employees' personal computing equipment, peripherals, software, and services, unless prior telework or mobile working arrangements have been made according to appropriate Laboratory policies.

1. **Software Support:** Support is provided for all core software packages and operating systems on Laboratory workstations, servers, laptops, and other computing equipment. Support is also provided for all Laboratory-specific software applications.
 - Please note that personally installed or unlicensed software, including screensavers, games, applications whose publishers are no longer in business, etc., will not be supported by IT.
2. **Hardware Support:** Support is provided for all core hardware and devices, including PC motherboards, peripherals, network interface cards, hard drives, storage devices, and so on.



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All cases of suspected hardware faults will be diagnosed accordingly. The IT support staff will attempt to fix hardware defects to the best of its ability, but may need to send equipment back to the vendor/manufacturer. Wherever possible, replacements will be found for the end user in such cases.

- The following table outlines the Laboratory's minimum system requirements for a computer to comply with the Laboratory network and servers. Those systems that do not meet these requirements should be upgraded, or they will be ineligible to receive IT support until upgraded.

	PC and PC-Compliant Computers	Macintosh Computers
Operating System	Windows XP/Windows 7 (we are <u>not</u> currently supporting Windows Vista)	Mac OS 10.x
CPU	Intel Processors P4 or higher 2GHz or faster	G4 or higher 2GHz or faster
Boot Device(s)	CD/DVD ROM Drive	CD/DVD ROM Drive
RAM	1GB or greater	1GB or greater
Disk Space	120GB or greater	120GB or greater

- Please note that personally installed or unapproved hardware, including speakers, cameras, cell phones, etc., will not be supported by the IT support staff.
3. **Remote Connection Support:** All remote access to the network will be centrally managed by the IT support staff and will utilize encryption and strong authentication measures. Refer to the Remote Connections documentation for details.
 4. **Determining Support:** Telephone support will be the mode of choice for most minor problems and difficulties. The IT support staff will conduct on-site support at the end user's workstation where applicable. Remote support of Laboratory owned equipment will be provided via telephone only, unless the user is able to bring the equipment in for inspection. Walk-in support is not provided for users who show up unannounced. Exceptions might be made in emergency situations, but these will be assessed on a case-by-case basis.
 5. **Anti-Virus and Software Updates:** Anti-virus software must be installed on all laboratory computers that are connected to our network. Recommended anti-virus software is Symantec End Point distributed under Yale University's site license agreement. Laboratory employees are required to keep their computer's anti-virus software and operating system software up to date. When prompted to perform operating system or anti-virus updates you must comply



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within a reasonable amount of time in order to keep our network safe. If you need assistance in scheduling updates on your computer please contact us. Your computer should be checking for updates daily.

- 6. Purchasing Computer Hardware and Software:** It is recommended that you consult with the IT support staff in advance of purchasing any new or used computer hardware or software in order to take advantage of discounted pricing and confirm compatibility with the Laboratory network and servers. Not consulting with IT support staff in advance of these purchases may result in unforeseen difficulties and the items may not be eligible for IT support.
- 7. Used Computers:** Used computers brought into the Laboratory must meet the minimum system requirements listed above. If the computer does not meet these requirements they will not be eligible for IT support. If the computer does meet the minimum system requirements, it must undergo the following procedure in order to become eligible for IT support.

The hard drive(s) must be formatted and a clean installation of the appropriate Pierce Lab owned operating system and anti-virus software will be installed. If during this process it is determined that the computer is unstable or we experience excessive difficulty installing drivers for the current hardware configuration the computer will be ineligible to receive future IT support.

Once a computer has been declared ready for laboratory use it must remain on the premises of and in the possession of the Laboratory unless an arrangement has been made according to appropriate Laboratory policies.

- 8. Used Printers or Peripherals:** We do not recommend bringing any used printers or peripherals into the Laboratory, unless the acquisition of this used equipment is supervised by a member of the IT support staff. Any used printers or peripherals may be declared ineligible for IT support.