

# Non-Supported Technical Devices Service Level Agreement

Revised August 22, 2017

## Purpose

The purpose of this Operational Level Agreement (OLA) is to document the terms and conditions under which Enterprise and Technical Systems (ETS) and \_\_\_\_\_, ("Employee") will provide technical support including problem troubleshooting, maintenance and replacement for technical devices (e.g., iPads, printers, laptops) purchased outside of standard college procurement processes and policies.

College-owned technical devices should be purchased through standard ETS procurement processes ([see website](#)) to ensure that the device is secure and compatible with college systems and networking. This Agreement is for instances where technical devices are obtained OUTSIDE of the standard ETS procurement processes and policies.

## Device User's Responsibilities

It is the responsibility of every Connecticut College employee to make every reasonable effort to handle all college-owned equipment with care and to protect the college's data.

### Physical Security

- All computing devices must be used and stored in a safe and secure location.
- Every computer must run a College-approved antivirus software and its auto-updating agent.
- Every computer must run a current supported operating system that is updated at the regular vendor-defined cycle, except as otherwise directed by ETS.
- The removal or modification of college installed computer management, antivirus, network or security software is not allowed.
- When travelling with any equipment, ensure the equipment is on your person, or if it does need to be stored in the vehicle, ensure the vehicle is locked and the equipment is stored out of sight before reaching your destination. Take precautions to deter theft of any equipment in your possession.
- You are responsible for the physical care of the device. If repairs need to be performed due to negligence, accidents or user abuse (i.e. liquid spilled on keyboard, dropped notebooks or intentional damage), the repair service charge will not be covered by the manufacturer's warranty. You or your department will be responsible for obtaining repair service and the cost of repairs.

### Data Security

- Be aware of the sensitivity of data that may be stored on the computing devices. All computer users must take special precautions to prevent the loss or disclosure of sensitive information. These precautions include:
- Never give out your password to another person.
- Password protect access to the device.
- Do not change screensaver access settings without authorization.
- Do not share a computer that contains FERPA protected, sensitive, or personally identifiable information with a



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person

- Do not install unauthorized software, screensavers, and toolbars.
- Do not connect to gaming and file sharing web sites without authorization.
- Your supervisor and the Information Security Officer must be notified immediately if your password is compromised or if your computing device is missing.

### Internet Access and VPN

- VPN and general access to the Internet for recreational use by immediate household members through the Connecticut College network on college-owned computers is prohibited. The Connecticut College employee bears responsibility for the consequences should the access be misused.

### ETS Responsibilities

- ETS staff will add the device to the college inventory.
- An inventory bar code sticker will be assigned. The sticker will indicate NS (non-supported).
- ETS will not provide any support, maintenance or troubleshooting for the device.
- ETS will not replace the device if it fails.

### Assigned Device

Description: \_\_\_\_\_

Connecticut College Bar Code # \_\_\_\_\_ Serial # \_\_\_\_\_

Date Issued \_\_\_\_\_

### Signatures of approval

**Employee Name:**

**Department:**

**I accept responsibility for the care and safekeeping of this equipment.**

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_

ETS Manager: \_\_\_\_\_

Date: \_\_\_\_\_