Policy and Procedure:
Procedures for Computing Products

HITECH Policy  164.312(b)

Responsible Office  PHI Oversight and Review Committee  Effective Date  01/01/2010
Responsible Official  College of Dentistry Security Officer  Last Revision  06/03/2019
Reviewed by  PHI Oversight and Review Committee  Review Date  05/31/2019

Scope
This policy applies to the College of Dentistry’s Procedures for Computing Products.

Policy

General Statement
Departments must work with Technology & Media Services (TMS) to purchase desktops, laptops, printers, software and peripherals for faculty, staff and student use. A University departmental PCard should NEVER be used to purchase any IT related hardware or software, including digital cameras. Please refer to the College’s Computer Inventory and Purchasing Policy for additional details.

Support for installing or fixing IT related equipment, including software installations will follow the following priorities. Priority ranking is Level 1 highest to Level 4 lowest.

- Level 1: nonfunctioning equipment or software.
- Level 2: installation of hardware, software or peripherals designated for collegiate use.
- Level 3: reassignment of equipment within the College.
- Level 4: collegiate computer set ups for home use.

Minimum Computer Requirement
Collegiate PCs must meet minimum hardware and software requirements in order to be supported by TMS. The PC must be able to run supported collegiate software. TMS will annually provide departments with a list of computers falling under the minimum PC requirement. It is the responsibility of the department to work with TMS to replace computers on the list.

Adding Peripheral Devices and/or Software
Once the computer has been configured, you must contact TMS to add any additional hardware or software. TMS will determine compatibility and advise appropriately. Adding any personal devices or software to collegiate computers is restricted and must be approved by the TMS director before the installation can be completed. NOTE: Users must never to be download and install software from the
Internet to any computer in the college. All software updates or downloads are to be managed by TMS to ensure software meets our security model, is properly licensed and is free of malware or viruses.

**Relocation of Networked Equipment**
To ensure the integrity of network resources and inventory management, TMS must authorize the relocation of all IT related equipment in the college, including computers, printers and peripherals. Users needing equipment relocated or reconfiguring a logon setup, must contact College of Dentistry Help Desk for support.

**Responsibility of Equipment**
Departments will be responsible for all equipment (desktop PCs, laptops, printers, etc.) placed within their domain. Costs may be incurred connecting equipment to the University network (ITS activation charge), and all consumable items for printers. **NOTE:** Recycled toner cartridges for printers are **NOT** recommended and in some cases may void your warranty or maintenance contract.

**Printers**
If a printer is not working properly, contact the College of Dentistry Helpdesk. If TMS deems the printer needs repair, TMS will make a service call whether the printer is on a maintenance contract or not. Service calls are paid with the UI Procurement card and charged to the department.

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**Resources**