The University of Tulsa
Information Services

Policy
Number: AC-2

Title: Personally Owned Computer

Date: 03/21/02
Revision: 1

Purpose Statement: This policy is to maintain a high quality of service and to limit liability by defining the scope of the Help Desk's role to service of university owned equipment.

Scope of Policy: This policy applies to Students, Faculty, and Staff.

Definitions:

Role of Help Desk: The primary role of the Help Desk is to provide technical support for the users of computers at the university. This includes advice on hardware, software, and network connections. The Help Desk also serves as a clearinghouse for problems related to the Administrative Information System (Datatel), Telephone, Systems, Networking, Card Services, and Instructional Technology. The Help Desk sends out technicians to service and maintain university owned computers and peripherals, networking connections, and related equipment.

Personally Owned Computer. Any computer or peripheral equipment that is purchased by individuals from personal funds and are not a part of the university asset management system.

Policy: Because of liability concerns and the diversity of equipment, the Help Desk **does not** repair, maintain, or configure personally owned computers. The Help Desk will provide advice on hardware and university supported software on personally owned computers, or make recommendations for qualified service. The Help Desk will also provide instructions on connection of personally owned computers to the university network.

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