OTIS Support Services Faculty and Staff Laptop Policy

At the request of the Provost and the Academic and Administrative departments OTIS provides laptops for faculty and staff use.

1. Acceptable Use

Laptops are provided to faculty and staff University employees as a portable alternative to a desktop computer. Laptops are provided for the sole purpose of allowing employees to work outside of the confines of the office. Laptops are intended to be used solely by the employee and should not be shared with family, friends or other employees.

2. Responsibilities

2.1. Employee Responsibilities

These laptops are the property of the University. It is the employee’s responsibility to maintain the laptop in their care as best they can and to protect the laptop from theft. The employee may not physically alter or make any irreversible changes to the laptop. Upon leaving the University’s employ the employee will return the laptop to OTIS Support Services on or before their final day.

The employee is to promptly report any problems that arise to OTIS Support Services. All repairs are to be handled by OTIS Support Services. The employee is not to take the laptop anywhere else for any kind of service or repair unless explicitly instructed to do so. They are not to attempt to repair or alter any part of the laptop.

The employee is expected to be able to produce the laptop upon request by OTIS, to provide any information regarding the laptop and to otherwise assist in attempts by OTIS to confirm an accurate inventory. The employee is expected to bring the laptop in their care to Support Services for annual system upgrades when notified to do so.

2.2. OTIS Responsibilities

OTIS will provide the laptop, software and any and all support of the system, including assistance in use and operation of the laptop and assistance with use of the software. OTIS Support Services will provide full support of all uses of the laptop in all on-campus environments. Limited support will be provided for off-campus environments, as Support Services cannot be held responsible for external factors such as problems with the employee’s home ISP. Support Services is only responsible for the use or functionality of software installed by OTIS.

3. Data

OTIS Support Services will always strive to preserve all files and data on the laptop when performing a repair but it is ultimately the employee’s responsibility to ensure the safety of their data. In some rare situations, data recovery can prove to be impossible. OTIS strongly recommends that the employee keep a backup of all important files. Support Services is happy
to assist employees with selection and implementation of a backup system. It is also the employee’s responsibility to use reasonable means to protect sensitive University information. Reasonable means include having the laptop require a password upon start up and not leaving the laptop logged in when unattended.

Employees should remember that personally identifiable information is protected under state and federal laws and regulations. As such, no institutional data should be stored on any laptop. Should the laptop become lost or stolen, it is the employee’s responsibility to immediately report the theft to Campus Safety and OTIS. When reporting to OTIS employee should provide a listing of sensitive data that may be stored on the lost or stolen laptop so steps may be taken to protect that information from external attempts to misuse the data.

4. Replacement

4.1. Refresh Cycle

All laptops in possession of the University are put on a refresh cycle. After a laptop has been in use for four years it will be evaluated and if deemed unfit for use, replaced.

4.2. Theft or Irreparable Damage

Employees are responsible for protecting University property and for returning laptops to OTIS Support Services in reasonable condition. Should a laptop be damaged beyond repair, lost or stolen it becomes the responsibility of the School, College or administrative office to pay for the replacement. Additionally in cases where repairs are not considered cost effective in relation to the value a replacement will be provided. If the School, College or administrative office chooses not to replace the laptop no replacement will be given.

5. Requests

Request for new laptops can only be made by department heads and must occur during the appropriate time during the budgeting process. Faculty requests require approval of the Provost.

6. Locations, Hours & Contacts

Problems reports and requests for assistance can be made in four ways.

1. Calling the OTIS HelpDesk at 215-717-6677
2. Emailing helpdesk@uarts.edu or through the online ticketing system at helpdesk.uarts.edu.
3. Logging in to our online ticketing system helpdesk.uarts.edu
4. Visiting one of our two Service Centers

The OTIS Service Center is located in room 802 in Terra Building, 211 S Broad St. The hours are: 8:30 AM to 10:00 PM Monday through Friday.
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7. Signatures

I have read and understood the Faculty and Staff Laptop Policy. I understand that I am responsible for the laptop in my care as well as preservation of my own data. I will produce the laptop when requested to do so by OTIS and I will promptly return the laptop upon termination of my position here.

Name of Employee (printed)

Department

Signature of Employee    Date