Information Technology Support Services Policy - Desktop

August 2022 – This policy is rescinded and information about support and services is available on the [Division of Information Technology website](#).

Section 1 - Purpose

(1) This document sets out Charles Sturt University policy on the management of desktop support services by the Division of Information Technology.

Section 2 - Glossary

(2) Nil.

Section 3 - Policy

(3) In respect of the provision of information technology services at the desktop of academic and general staff, the Division of Information Technology will concentrate the efforts of its desktop support staff on the support of core networked services (as defined below) by:

    a. accepting and supporting service requests from staff for the provision of core services only;

    b. requiring the following requests for non-core services to be submitted to the division by a sectional manager and for their priority to be approved by the Executive Director, Division of Information Technology:

        i. the installation of hardware upgrades and peripherals (including printers) on to individual work stations;

        ii. the installation of category two or three software (i.e. products that are not part of the standard suite of University applications) on to individual work stations;

        iii. the installation of additional network printers within a particular unit;

    c. supporting networked printers as opposed to printers installed on individual work stations;

    d. utilising salary savings from vacant positions to employ casual staff to install new machines and thin client installation;

    e. entering into an agreement with an external supplier to repair standard items of AV equipment, including such things as overhead projectors, video recorders, data projectors and television monitors; and

    f. allowing sectional managers to have approved non-core software installations, hardware upgrades and peripheral installations carried out by authorised external contractors on a fee for service basis.

Core Networked Services

(4) For the purposes of this document, the core network services that the University requires for the conduct of its business are:

    a. access to the Internet;

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b. access to the University's academic and administrative information and services;

c. the ability to effectively operate the standard suite of category one software, including MS Office and Netscape; and

d. the ability to print to a networked printer within the near vicinity.

Section 4 - Procedures

(5) Nil.

Section 5 - Guidelines

(6) Nil.

Status and Details

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