Our goal at Information Technology Services (ITS) is to provide the highest level of technical support and customer service to all San Jacinto College students and employees. We are constantly striving to provide a secure and efficient environment that meets the needs of the San Jac community.

Information Technology Services (ITS) delivers computer desktop support for all San Jacinto College employees and students. The purpose of this document is to outline basic guidelines and customer responsibility with regard to available desktop technologies and computer support at the College. The following areas are covered:

**Document Contents**

Glossary of Terms .................................................................................................................................2
Established Guidelines for College-Owned Hardware & Software ............................................................2
BYOD Service & Support ......................................................................................................................3
Assigned Hardware & Available Checkout...........................................................................................3
Appropriate Disposal of Equipment .....................................................................................................4
Desktop & Network Storage Guidelines ..............................................................................................4
Virtual Desktop Services & Support .....................................................................................................5
College Network Access .....................................................................................................................5
GLOSSARY OF TERMS

Bring Your Own Device (BYOD): Refers to using a personally-owned device at the College to connect to SJC services like email or wireless. BYOD may include several technologies; such as laptops, tablets, or mobile phones.

Peripheral(s): Refers to equipment connected to and used from a computer; such as a printer, scanner, monitor, keyboard, or mouse.

RunAs Account: An account type at the College that provides users a local account with administrative rights on their computer. Employees may utilize a RunAs account when elevated permissions are needed; such as for software installations.

SJC Network: Refers to the College’s computing environment and storage directories such as Groups (G: Drive), Public (P: Drive), and employee storage (H: Drive).

Virtual Desktop: A type of desktop technology in which a user connects to a virtual environment in order to access a desktop and applications. Instead of all software being installed on a computer, it is installed in a virtual setting and accessed by the user remotely.

ESTABLISHED GUIDELINES FOR COLLEGE-OWNED HARDWARE & SOFTWARE

ITS provides full support for computer equipment and peripherals that are owned and issued by San Jacinto College. This includes desktop computers, laptop computers, tablets, and mobile devices. The following guidelines have been put in place regarding service and support:

1. When requested, a RunAs account will be supplied for employees on machines provided by the College. Administrative rights will not be provided on lab machines.

2. ITS will provide full troubleshooting and repair of College-issued hardware and software. This includes, but is not limited to, replacement of defective hardware, reinstallation of software, and reimaging of computers/laptops. ITS is not responsible for data or user-defined settings stored on a machine (see Desktop & Network Storage Guidelines below).

3. Computers issued by ITS come equipped with a basic image that includes the following software. All other licensed and approved software is packaged on our servers and is available for installation by request.

<table>
<thead>
<tr>
<th>Windows Machines</th>
<th>Macintosh Computers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Microsoft Windows 7 Operating System</td>
<td>Snow Leopard 10.6 Operating System</td>
</tr>
<tr>
<td>Microsoft Office</td>
<td>Microsoft Office for Mac</td>
</tr>
<tr>
<td>Internet Explorer 8</td>
<td>VLC Player</td>
</tr>
<tr>
<td>Forefront Security Suite</td>
<td>Flip4Mac</td>
</tr>
<tr>
<td>Adobe Acrobat Reader</td>
<td>Mozilla Firefox</td>
</tr>
<tr>
<td>Adobe Flash/Shockwave</td>
<td>ClamXav Antivirus Software</td>
</tr>
<tr>
<td>MS Silverlight</td>
<td>Fetch File Transfer</td>
</tr>
<tr>
<td>Apple QuickTime</td>
<td>VMware View Client</td>
</tr>
<tr>
<td>Java</td>
<td>SJC Network Connect</td>
</tr>
<tr>
<td>MS APP-V</td>
<td>RealMedia Player</td>
</tr>
<tr>
<td>Labstats</td>
<td>Labstats</td>
</tr>
</tbody>
</table>

Software listed comes standard on all employee and lab machines. In addition to listed software, lab machines may also contain Deep Freeze.
BYOD SERVICE & SUPPORT

Employees and students are welcome to utilize personal devices on any San Jacinto College campus; such as laptops, tablets, and mobile devices. ITS will provide support for BYOD as it pertains to configuration and connection to San Jacinto College services. The following guidelines have been put in place regarding service and support:

1. ITS will not install software on personally-owned devices, including site-licensed software available at the College. It is the user’s responsibility to install software on personal equipment.

2. ITS is not responsible for troubleshooting and repairing hardware or software on personally owned equipment. While ITS personnel may be able to provide recommendations, users should defer questions and requests for technical assistance to the device vendor.

3. ITS will provide configuration steps and basic troubleshooting for access to San Jacinto College services; however, no support or repair will be provided in the event that hardware or software is the cause of a failed connection.

4. Personal devices must have minimum virus protection software installed when connecting to secured College services; such as VPN or SJC-Secured wireless.

ASSIGNED HARDWARE & AVAILABLE CHECKOUT

ITS maintains inventory control and asset management for all computer equipment at San Jacinto College. Computing equipment is also provided to employees as needed.

1. All requests for new machines should be submitted by the employee’s supervisor to Tech Support via email at TechSupport@sjcd.edu. Requests should include the following information:
   a. Name, Employee ID (G#), and Phone of employee
   b. Department and Location
   c. Whether this is a new hire, filled position, or vacated position
   d. Employee start date (if new hire or filled position)

2. One desktop or laptop (with docking station) will be provided for each full-time employee. Desktops are standard issued for full-time staff while a laptop and docking station are standard issued for full-time faculty.

3. Requests for non-standard equipment (i.e., full-time staff requiring a laptop) must be submitted by the employee’s supervisor and include justification for the request (i.e., employee travels frequently between campuses).

4. Faculty/staff who are provided a laptop will also be provided the necessary cables for audio/visual connections in classrooms and conference rooms.

5. San Jacinto College machines are replaced on a three to five year basis; desktops are typically replaced every five years while laptops are typically replaced every three years. This process may vary on a case by case basis and ITS reserves the right to modify replacement standards as needed.

6. Requests for Apple computers, tablets, and/or mobile devices must be submitted by the department head and approved by the overseeing SLT member and the CIO.
Laptops are available for checkout on each campus by request for use in conference rooms, classrooms, during business travel, or as a temporary solution while an assigned computer is being serviced.

1. Laptops may be checked out on a short-term basis (maximum of two weeks). Requests for extended use must include justification. Users needing to check out a laptop should submit the request to Tech Support by phone (281-998-6137) or email (TechSupport@sjcd.edu).

2. When checking out a laptop, users are required to sign a loan agreement form when picking up and returning the laptop. By signing this agreement, the employee acknowledges they are responsible for all equipment provided to them during the loan term.

3. Faculty and staff who are already possess a laptop issued by ITS should use their assigned equipment. Checkout laptops are reserved for those employees who do not have a laptop readily available.

4. Faculty/staff who are provided a checkout laptop will also be provided the necessary cables for audio/visual connections in classrooms and conference rooms.

**APPROPRIATE DISPOSAL OF EQUIPMENT**

San Jacinto College currently utilizes services through CompuCycle for the proper disposal of computer equipment and peripherals, as required by state and federal regulations.

1. Users who have College-owned equipment in their possession that may require disposal should contact the Tech Support office by phone (281-998-6137) or email (TechSupport@sjcd.edu). A technician will schedule a time to meet with the user and pick up the equipment.

2. All equipment considered for disposal is evaluated for possible reuse or recycling (i.e., internal components or peripherals may be recouped as replacement parts).

3. San Jacinto College is only responsible for disposing of College-owned equipment. Users are responsible for properly disposing of personal-owned equipment.

**DESKTOP & NETWORK STORAGE GUIDELINES**

ITS provides several storage locations on the SJC Network that employees and students may utilize to house College related materials.

1. College related documents should be stored on the SJC Network. As per the current Service Level Agreement (SLA) provided by ITS, incremental backs are performed daily and full backups are completed weekly of the SJC network to ensure data stored on the network is retained.

2. Users should not store personal files on any SJC issued machine or on the SJC network. Personal files that have been stored on the network are subject to removal by ITS in order to free up additional storage for College use. Non-licensed or illegally downloaded content is strictly prohibited.

3. ITS is not responsible for data stored on a local computer or an external storage device. Users are responsible for backing up any documents and settings saved on a local machine or an alternative storage device; such as a flash drive or external hard drive.
VIRTUAL DESKTOP SERVICES & SUPPORT

ITS provides three different virtual desktop technologies at the College. These are:

- **VDI**: VDIs provide users with a desktop environment that is hosted at our data center instead of locally on a user’s machine. This service can be accessed from any location within and outside the College. Virtual Desktops are appropriate for administrative use as they provide users with full access to a desktop and software applications from any location with internet access. VDIs are available to employees when requested.

- **Streaming Desktops**: Like VDIs, streaming desktops provide users with a desktop environment that is hosted at our data center instead of locally on a user’s machine. Only available in some computing labs at the College, streaming desktops are appropriate for student use as they provide access to a desktop, internet, and productivity software.

- **Stoneware**: As a web-based virtual desktop, Stoneware provides College employees and students access to the SJC Network, as well as several software applications. Stoneware is most appropriate for employees and students who require access to College resources from any external location with internet access.

As with issued hardware and software, specific guidelines are in place to ensure security and usability of available virtual desktop solutions.

1. While employees may request a RunAs account on their local machine, administrative rights will not be provided on a virtual desktop environment.

2. ITS provides full desktop support (including software and package support) for all virtual desktops at the College.

3. When using a virtual desktop, data should be saved on the College’s network (see Desktop & Network Storage Guidelines section).

COLLEGE NETWORK ACCESS

Employees and students are provided several methods for connecting to the SJC network using a College-issued or personal device; including wireless and a Virtual Private Network (VPN). Usage and guidelines of these services are:

**SJC-Guest Wireless**
- Provides open access to the internet only (no College network access allowed).
- Personal devices are not required to have virus protection; although highly recommended.
- When connected, allows access to Stoneware and virtual desktop environments.

**SJC-Secure Wireless**
- Provides internet and College network access.
- Personal devices are required to have standard minimum virus protection installed.
- Provides secured access to the College’s network and systems.

**SJC Virtual Private Network (Employees Only)**
- Provides College network access from any location with internet access.
- Personal devices are required to have standard minimum virus protection installed.
- Provides seamless access from a physical desktop to a variety of College systems; such as SOS, Banner, College network drives, and Remote Desktop.