Utah Tech University Policy

461: Stewardship of University IT Resources

I.   Purpose

1.1   This policy outlines stewardship, governance, and support of Utah Tech University ("the University") Information Technology resources.

II. Scope

2.1   This policy will apply to all users of Utah Tech University Information Technology resources.

III. Definitions

3.1   *Administrative Computing Committee (ACC)*: Reviews and prioritizes projects and initiatives specific to the administrative computing systems of the University (Banner, etc.).

3.2   *Chief Information Officer (CIO)*: The senior administrative authority regarding operation and development of Information Technology resources and IT support services for the University.

3.3   *Data Steward*: An administrative position responsible for a University unit or department, typically a vice president, a direct report to a vice president, or an appropriate deputy designated to act in that capacity.

3.4   *University Information Technology Services*: The University Services department responsible for the operation and development of University IT services under the direction of the University CIO.

3.5   *Information*: Per the categories defined in University Policy 463, information or data collected, processed, maintained, stored, or otherwise used by the

University in electronic form to conduct core University functions. Refer to University Policy 463 for additional definition.

3.6 *Information Technology Governance Committee (ITGC)*: Reviews and recommends to University Council new Information Technology policies and procedures and changes to existing policies and procedures. Assists the University CIO and Data Stewards in reviewing and prioritizing IT projects and initiatives.

3.7 *Information Technology Resource (IT Resource)*: IT systems, infrastructure, or media that provide essential services to core University functions or that display, process, transmit, store, or otherwise utilize Information.

    3.7.1 *Critical IT Resource*: IT resources that are required for continuing operation of the University and its critical functions. Failures or loss of critical IT resources could result in loss of critical University functions, create public safety issues, cause significant fiscal losses, or incur legal liability.

    3.7.2 *University IT Resources*: IT resources provided by University Information Technology Services or contracted third-party (also known as "Cloud") resources for the purposes of broad University use. Examples include the University network, Banner system, email system, electronic directories, storage, Utah Tech University Website, any contracted third-party equivalents, and various other servers and infrastructure.

    3.7.3 *Personal IT Resource*: Any IT resource not owned or otherwise provided by the University.

    3.7.4 *Portable Devices and Media*: An IT resource used to display, process, transmit, or store data that is easily portable. Examples include but are not limited to laptop computers, smartphones, tablet computers, optical media, magnetic tapes, removable hard drives, flash memory devices (USB thumb drives, memory cards), and other portable devices with storage capabilities.

3.8 *Users*: Any University student, employee, affiliate, or guest who accesses or uses University information assets and IT resources.

IV. Policy

4.1 University IT Services maintains University IT resources for the benefit and use of all University students, faculty, staff, and other affiliates in fulfilling

the mission of Utah Tech University.

4.1.1 To ensure that University IT resources are stable, secure, and available for all University users, users are not authorized and shall not attempt to reconfigure, augment, remove, tamper with, or otherwise modify University IT resources or infrastructure.

4.1.2 Requests for additions or modification of University IT resources must be approved by IT Services or the University CIO, and must be performed by or under the direction of IT Services staff.

4.1.3 University departments and units shall not unnecessarily duplicate University IT resources. Departmental IT resources used for direct academic instruction may not be used beyond its intended academic scope to offer or duplicate University IT resources.

4.2 Purchasing of IT Resources

4.2.1 Procurement of enterprise software, cloud services, or other IT products or services that requires support from IT Services, data feeds or integration with University IT resources, commitment of IT Services funds, or that creates an ongoing maintenance obligation upon IT Services in any way, must be coordinated with IT Services before purchase. Refer to University Policy 221 for additional information.

4.2.2 Projects incurred by purchases are subject to review and prioritization by the University CIO and the ITGC and/or ACC committees.

4.3 Support of IT Resources

4.3.1 IT Services will develop standards, procedures, and service-level agreements regarding its operations and interaction with University constituents to ensure that it is able to effectively provide IT support and services to the University.

4.3.2 Projects and new support requests are subject to review and prioritization by the University CIO and the ITGC and/or ACC committees.

4.3.3 IT Services will develop and maintain procedures regarding installation and support practices for University computer labs, server infrastructure, faculty and staff workstations, and other University IT resources.

4.3.3.1 Requests for software or hardware installation on and/or support of IT resources from IT Services outside the scope of established procedures may be subject to out-of-cycle support or installation fees.

4.3.4 IT Services may develop catalogs of supported IT resources (computer models, mobile devices, software, etc.) for approval by the CIO and ITGC.

4.3.4.1 Technical support from IT Services of devices and software outside the approved support catalogs may not be available from IT Services or may incur additional support charges.

4.4 Software Licensing

4.4.1 All software used by University students, faculty, and staff for University functions on University or personally-owned IT resources must be appropriately licensed.

4.4.2 IT Services shall manage and maintain all University software licensing.

4.4.3 Departments may manage and maintain departmental software licensing, but shall coordinate with IT Services to ensure minimal overlap and duplication of software licensing.

4.5 The University CIO and IT Services are authorized to develop and maintain additional standards, procedures, and service-level agreements as needed to ensure that University IT resources are supported effectively.

4.6 Users in violation of this policy may be subject to sanctions in accordance with University disciplinary policies.

V. References

5.1 University Policy 221: University Procurement

5.2 University Policy 463: Information Technology Security

VI. Procedures – N/A
Addendum – N/A

Policy Owner: Vice President of Administrative Affairs
Policy Steward: Chief Information Officer

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