I. Purpose

This document provides guidelines for the responsible management of the university-owned computing environment and user support services of the university. The Information Technology Systems Division (ITSD) is charged by the Chancellor with responsibility for the planning and delivery of technology and services to the campus community that are distributed to the classrooms and office locations. These services enable faculty, staff and students to utilize UNCW information technology resources for teaching, research, public service and information management.

II. Policy

ITSD operates in accordance with university principles and goals and provides support for the mission of the university. This policy outlines the role of ITSD in supporting students, faculty and staff in their use of information technology in the classroom, the office or residence hall. The entire division participates in this effort with these specific functions being the primary focus of two departments. The Department of Client Technology Services and the Department of Technology Enhanced Learning support includes but is not limited to principles and standards in the areas of personal computing technology, integrating technology in the classroom, application training and user support services.

III. Oversight and Advisory Groups

The ITSD Baseline Standards for Computers and Networks Sub-Committee advises the Vice Chancellor of Information Technology on standards for hardware and software configurations. This sub-committee of the Strategic Planning Committee is responsible for recommending the baseline standard configuration to be used for lifecycle funding and all computer purchases.
The Department of Client Technology Service along with the Department of Resource Management is responsible for reviewing waiver requests from units that propose deviation from the established standards as required by specific pedagogical or research needs.

The Department of Technology Enhanced Learning works with the Academic Affairs’ Office of E-Learning and Center for Teaching Excellence, regarding online course management, instructional applications tools, emerging technologies, end-user instruction and support service standards.

IV. University-Owned Computer Support

ITSD ensures the campus computing support by the following:

A. Work in partnership with other departments, schools and units to ensure appropriate computing resources are available, maintained, and connected to the campus intranet and internet by providing direct and indirect support for general access, academic, and residence hall computer labs.

B. Maintain and support established university-owned computer and instructional practices.

C. Evaluate and recommend hardware and software for use by the university community.

D. Offer applicable business and instructional delivery software training courses based on input from campus community and emerging technologies.

E. Ensure new university-owned computers at UNCW meet the minimum requirements as established by the ITSD Baseline Standards Sub-Committee for Computers and Networks.

F. Evaluate and recommend vendors for the campus and student laptops and desktop program and administer and manage the program.

G. Manage and implement a lifecycle plan to phase out below- baseline personal computers and replace with state-of-the-art equipment (see 07.200.05).

H. Work with the ITSD Baseline Standards Sub-Committee to establish and distribute a supported hardware and software list to the campus community.

I. Invest in the professional development of computer consulting staff to ensure qualified hardware and software support technicians.

V. User Support Services

A. ITSD has a Technology Assistance Center (TAC) managed by Client Technology Services for the campus community. The mission of the TAC is to provide a central point of contact
for technical assistance. ITSD will use a call tracking system to ensure requests/incidents are resolved in a timely manner. Some of the additional assistance provided by ITSD in support of technology-related services includes:

1. Provide user support and help desk services for initial incident reporting and resolution, as well as problem tracking and escalation to other support units using call tracking software. The TAC hours are located on the ITSD web site at www.uncw.edu/itsd or can be obtained by calling 910-962-4357.

2. Generate and distribute reports to departments or colleges in the campus community for evaluation.

3. Offer new and improved courses based on input from campus community and emerging technologies.

4. Administer and support the student laptop purchase program and warranty service center.

5. Provide consulting services to UNCW faculty, staff and students on technology solutions relating to desktop and laptop hardware and software. This includes but is not limited to projection equipment, audio components, cell phones and other handheld devices, wired and wireless network connections, equipment and software purchases, and component integrations.

6. Work with Resource Management to administer and support the UNCW technology Lifecycle Personal Computer replacement plan.

7. Partner with other departments and divisions to develop and implement solutions to strengthen support services. These include joint funding opportunities to provide faculty access to additional resources and end user support.

B. The ITSD provides system administration and application tools to support the campus’ academic mission. These include but are not limited to:

1. Online course management system

2. Computer based training

3. Facilitating the campus two-way interactive video conferencing network

4. Providing business productivity computing application training

5. Introducing emerging instructional technologies to enrich the classroom experience.

C. The ITSD provides other technology related services that include:

1. Developing and delivering computer software application training courses of specialized curricula customized to enhance business and technology skills to the campus community, including web-based training tutorials, one-on-one technical
assistance, computer workshops, computer orientation sessions, and specialized training upon request. Computer Based Training (CBT) courses are also available free of charge for download or via the Internet.

2. Providing consulting services to end-users on technology solutions relating to multimedia, technology, web-streaming and lecture capture software.