

6.1 FACULTY/STAFF/STUDENT SUPPORT & USAGE

Software

Software on campus falls into one of four categories: Supported, Unsupported, Mandated, and Prohibited. These classifications govern the degree of support ITS will provide for a given software package.

Supported software covers software that ITS will install and provide technical support for. If problems are encountered with supported software, ITS will make every reasonable attempt to resolve the problem or provide a work-around. Some packages classified as Supported may be reclassified as Mandated in order to protect other users, preserve the integrity of the network, and comply with KCTCS security and compatibility mandates.

Unsupported software covers software for which ITS does not provide technical support. This may also include older versions of previously supported packages. If problems are encountered with unsupported software, ITS can either remove the unsupported software or upgrade the software to a supported version if available.

Mandated software covers software ITS has approved to run on all ITS maintained computers. This software is necessary to protect other users, preserve network integrity, and comply with security and compatibility mandates. ITS will install mandated software, provide support for mandated software, and make every reasonable attempt to resolve any problem or provide an alternative solution. As necessary, ITS will update or upgrade mandated software packages.

Prohibited software covers software that ITS has determined poses a threat to other users or the integrity of the network. ITS does not provide support for prohibited software and will remove the software as soon as it is discovered.

Technology Service Requests

Staff and faculty may request computer and telephone service from ITS through Work Orders and Trouble Reports.

Work Order

A Work Order is used for scheduling routine service, installation, and relocation of equipment, software, and services. Services that should be requested with a Work Order may include moving computers and telephones, installing software and hardware (scanners, printers, hard drives, etc.), removing old equipment, and altering existing telephone or computer configurations.

Work Orders should be submitted at least *two weeks* in advance. After a Work Order has been reviewed, an ITS representative will be in contact to schedule the work. The web address for submitting a Work Order is:

<http://www.bluegrass.kctcs.edu/its/support/>

Trouble Report

A Trouble Report is used to alert ITS to an unanticipated problem with computer or telephone equipment on campus. Broken equipment and problems with computers, telephones, voice mail, e-mail, printing, and the network should be reported through a Trouble Report. A Trouble Report should be submitted as soon as possible. *A Trouble Report should not be used to request services in place of a Work Order.* The web address for submitting a Trouble Report is:

<http://www.bluegrass.kctcs.edu/its/support/>