

SUNY Cortland Information Resources

Hardware Support Policy for Faculty/Staff

Information Resources supports a variety of instructional hardware in classrooms, laboratories and campus offices. Information Resources consults with faculty and staff to determine the tools and resources that best meet their needs for instructional use. The following support policy identifies aspects of hardware support available. This assures standards and consistency while accommodating individual needs and preferences.

Support is provided by the following departments:

Memorial Library (LIB)

Campus Technology Services (CTS)

Administrative Computing Services (ADM)

- **Research and Development (Consultation and Design)**
 - Research, evaluate and test new technologies (ALL)
 - Consultation assistance with project implementations (ALL)
 - Determine systems necessary to meet instructional and administrative needs (CTS)
- **Procurement**
 - Guidance in procuring hardware and software to meet instructional and administrative needs (ALL)
- **Equipment loan**
 - Over-the-counter loan of audio/visual equipment for faculty and administrative offices (CTS)
 - Laptop Loan Program available to faculty and staff (CTS)
 - Equipment loan to students, faculty and staff. (LIB)
- **Technical support**
 - Formal and one-on-one and group training on hardware, software and media in classrooms, labs and offices (CTS, LIB)
 - Support of enterprise and distributed (office, classrooms, labs) hardware and software (All)
 - Network and systems security support (ADM)
 - Enterprise level database support (ADM)
 - Telecommunications support (ADM)
 - Telephones, Voicemail, wiring, emergency phones, Call Center queues

Hardware Support Responsibilities: The following departments support hardware as follows: P=Procurement Repair, T=Training and Functional Assistance, C=Configuration and Installation

	Administrative Computing	Campus Technology Services	Memorial Library	Campus Technology Services - Windows Desktop Services	Campus Technology Services - Macintosh Services
<u>Computer Hardware and Peripherals</u>					
-Computers, Desktop, Notebook, tablets, etc.			T	P,C	P,C,T
-External Storage (hard-drives/flashdrives, etc.)			T	P,C	P,C
-Mobile Technologies (cell phones, iPods, GPS units)				P,C	
-Monitors, Desktop Display			T	P,C	P,C
-Printers			T	P,C	P,C,T
-Scanners			T	P,C	P,C
-Speakers			T	P,C	P,C
-Student Response Systems (clickers)			T	P,C	P,C
-WebCams			T	P,C	P,C
<u>Tech Classroom Equipment</u>					
-Media Projectors		P,C,T			
-Document Cameras		P,C,T			
-Audio Equipment		P,C,T			
-Display Monitors		P,C,T			
-Projection Screens		P,C,T			
-Smartboards		P,C,T			
Visual Messaging		P,C,T			
Sound Systems		P,C,T			
Camcorders		P,C	T		
Cameras		P,C	T		

Video Conference Equipment		P,C,T			
Telephones	P,C,T				

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