

Biochemistry IT Policy and Procedure

PURPOSE:

This document establishes the Information Technology (IT) Policy and Procedure for the Department of Biochemistry.

REFERENCES:

- Policy and Procedures 1-12:University Institutional Data Management Policy
- Policy and Procedures 1-15:Information Resources Policy
- Policy and Procedures 1-18:University Information Technology Resource Security Policy
- Policy and Procedures 2-30:Conflicts of Interest
- Policy and Procedures 3-23:Internal Audit Policy
- Policy and Procedures 4-19:Auxiliary Enterprises Operation
- Policy and Procedures 6-5 ,6-6 ,6-7:Copyright Policy
- Policy and Procedures 8-10:Code of Student Rights and Responsibilities
- Policy and Procedures 8-12:Code of Faculty Rights and Responsibilities
- UUHSC IT Policies including but not limited to
 - Policies and Procedures UUHSC Workstation use and Security
 - Policies and Procedures UUHSC Minimum Network Connection Requirements

DEFINITIONS:

Director of Information Technology: Responsible for IT Operations for the Department of Biochemistry. Supervisor of Computer Professionals and Computer Technicians employed by the Department of Biochemistry.

Biochem-IT: Group of Computer Professionals employed by the Department of Biochemistry.

Computer User: An individual using computer systems and computer peripherals to conduct the business of the Department of Biochemistry.

Administrative (Admin) rights: Permissions established on a computer system that allow full access to all areas of the computer.

Computer: The computer, monitor, mouse and text keyboard used to

conduct the business of the Department of Biochemistry (both owned by the University and privately owned). This includes student, faculty, and staff computers, and administrative systems such as servers.

Computer Peripherals: Computer-related equipment such as scanners, printers and other devices which connect to a computer and are used to conduct the business of the Department of Biochemistry.

Managed Environment: The hardware and software practices and methods to maintain security and efficiency of computer user systems.

Biochemistry Network: Subnets within the University Network under direct control of Biochem-IT.

Software Upgrades: The replacement of software with newer versions. This may require the removal of older versions and installation of new ones. Upgrades usually represent a change in functionality and often require an upgrade fee.

Software Updates: Typically bug fixes or security updates for current versions of software. Does not generally represent a significant change to the software and its use.

Software License Coordinator: The person responsible for maintaining accurate records for any software purchased. Biochem-IT has been designated as the Software License Coordinator for the Department of Biochemistry.

Technical Support:

- **Network Support (support to the faceplate):** Providing means for any computer system or peripheral to connect to the University of Utah campus network.
- **Computer Support:** Ensuring the daily operation of any computer system or peripheral covered by this policy.

University Network: Subnets owned and under the direct control of the University of Utah.

SCOPE:

This policy covers all computer systems and users who conduct the business of the Department of Biochemistry. The policy will be enforced once a computer

system connects to the Biochemistry network either virtually or physically.

ROLES & RESPONSIBILITIES:

Director of IT:

- Responsible for ensuring Department of Biochemistry compliance with all relevant School of Medicine and University policies.
- Develops policies and procedures with regard to computing and networking.

Biochem-IT:

- Responsible for the continuous, daily operation of Biochemistry computers and networks.
- Responsible for operational security and maintenance of Biochemistry computing resources, and back-up of Biochemistry institutional data.
- Responsible for the networking of all computer systems or computer peripherals in Biochemistry subnets to the point at which a computer system is physically connected to the campus network (to the faceplate).
- Informs computer users of any maintenance or changes to the computing infrastructure and/or individual computer systems and communicate potential changes in advance, when possible.
- Tests all changes to hardware or software to the best of their knowledge of the software or hardware involved to insure minimal disruption to computing activities of users.
- Provides development support for selected innovative computing projects upon approval from the Chairperson of the Department of Biochemistry.
- Responsible for internal software audits and for working with the University and/or outside organizations in audit situations.

Computer Users:

- Coordinate the purchase, installation, and operation of all University owned computing equipment with Biochem-IT to insure efficiency as well as campus network security.
- Responsible for adhering to all relevant Department and University of Utah Policies and Procedures with regard to computing and networking.
- Responsible for communicating technology needs to Biochem-IT.
- Inform Biochem-IT staff of any known problems with computer equipment and/or technology infrastructure.
- Makes computer systems available to Biochem-IT staff for maintenance, back-up, and security updates at frequent intervals. (This

is particularly relevant for portable systems such as laptop computers.)

POLICY

General:

- All computer systems purchased by the Department of Biochemistry are the property of the University of Utah and all relevant University and State policies apply.
- Biochem-IT is the Information Technology representative of the University and is responsible for the operational security of each computer system covered by this policy.
- Biochem-IT will respect all computer users privacy, and conduct themselves professionally with respect to accessing computer systems in their care.
- With the exception of automated software updates, computer users will always be notified of any changes to a computer system for which they are a user.
- For reasons of campus network security, all computer systems connected to a Biochemistry network are subject to minimal oversight by Biochem-IT. This applies to University owned and non-University owned computers.
- Biochem-IT support is in the form of labor and technical expertise.

Purchasing Computer Hardware & Peripherals: Due to the fact that there are many technical considerations related to hardware and/or software purchases, users should consult with Biochem-IT prior to the purchase of any computer hardware and/or software. Software not licensed through OSL and under \$100 is exempt from this policy (e.g., shareware, free academic software). Biochem-IT possesses the current knowledge and broad vision of the infrastructure such that they are a valuable resource to computer users when making purchasing decisions and their involvement in the decision process will help save both time and money. Hardware purchased in emergency situations will be given to Biochem-IT as soon as possible for initial configuration.

Support for Computer Systems:

- For security and maintenance purposes, Biochem-IT offers a managed environment for computer systems. Biochem-IT should be contacted to discuss this option.
- Biochem-IT will collaborate with users to develop a back-up method for institutional data on their computer systems that will meet their needs and schedule.
- Biochem-IT is responsible for distributing security updates and other

- standard maintenance procedures.
- All new University owned computer systems must be configured and installed by qualified Biochem-IT.
 - All Computer Users must make computer systems available to Biochem-IT staff for maintenance and security updates at regular intervals.
 - If a computer system is located off-campus, reasonable arrangements will be made with Biochem-IT to make periodic updates and upgrades.
 - Biochem-IT will make reasonable efforts to support specialized or experimental computing equipment and software if an agreement is made with the Biochem-IT prior to the purchase of the equipment and so long as the equipment is under manufacturer warranty. (See procedures below for details)

Support for Computer Peripherals: Biochem-IT will make reasonable efforts to support peripherals as long as they are still supported by the manufacturer. (See procedures below for details)

Support for Computer Software:

- Support for computer software will be limited to situations where it is determined that there is a hardware compatibility problem. Problems resulting from a software flaw or bug should be handled through the manufacturer. The user is primarily responsible for contacting the manufacturer for software support. Biochem-IT will support this process to the extent they have the knowledge and capacity.
- Individual software training will not be provided by Biochem-IT. The Department of Biochemistry will facilitate training for computer users on Operating Systems and other software applications as necessary and appropriate to job function. These sponsored training programs will be coordinated through Biochem-IT.

Software Inventory, Management and Compliance:

- Biochem-IT staff will act as Software License Coordinator for all software purchases. Users must contact Biochem-IT staff with serial numbers, and other licensing information on all software purchased independent of Biochem IT. Contact should be made prior to the installation of the software.
- University policy requires periodic audits of software installed on University owned computer systems. Biochem-IT will conduct such audits of software, in accordance with University Policy. Computer Users will be informed in advance of an audit.
- Individual users and their supervisors will be informed of any non-

compliance to allow for the situation to be remedied.

Disaster recovery and archiving of institutional data (Back-up):

- Biochem-IT will provide the set up and support for back-up activity.
- User data must be organized per Biochem-IT guidelines for proper backup.
- Users must identify any data that s/he prefers not to have backed up.
- Portable (laptop) users must make arrangements to leave their systems connected to the university network on a regular schedule to facilitate the back-up process.

PROCEDURES

General: Biochem-IT will support all University owned computer systems and software. Non-University owned systems, which will routinely be connected to the University network will be supported as indicated below.

Purchasing Computer Hardware and Peripherals:

- Users contact Biochem-IT and discuss their desired hardware specification.
- Biochem-IT will initiate the purchase of all computer hardware and peripherals.
- All new equipment will be delivered to Biochem-IT for initial configuration.
- Considerations for purchasing computer systems include:
 - Costs for maintenance, software, and training.
 - Necessity to job function.
 - Economy of scale.

Portable systems (laptops): Given the extra considerations and sensitivity of portable systems, it is the recommendation of the department that extended warranties are to be bought at the time the system is purchased.

Support for University Owned Computer Systems:

- Full technical support will be provided for five years from the date of purchase.
- Limited technical support will be provided for systems older than five year, depending on support provided by the manufacturer.
- Priority within the support queue will be given to University Owned Computer Systems.
- Computer systems not usually located on campus must be delivered to the Biochem-IT office for technical support.
- Prioritization of computer support and maintenance requests will be

based on the following criteria:

- Number of users affected.
- Business impact.
- Deadlines pertinent to the resolution.
- Other requests currently in the Biochem-IT support queue.

Support for Non-University Owned Computer Systems:

- Faculty Request and Biochem-IT approval is required prior to connecting Non-University Owned Computer Systems to the Biochemistry Network.
- Use of Non-University Owned Computers on the Biochemistry Network will be for the purpose of conducting the business of the Biochemistry department.
- Support for Non-University Owned Computer Systems will be provided upon Faculty request (to be made when the computer is first added to the University network).
- Non-University Owned Computer Systems will be required to meet applicable Minimum Network Connection Requirements and other Security Requirements.
- Biochem-IT will be granted administrative rights to the Non-University Owned Computer Systems upon request.
- Biochem-IT will be allowed to install software and monitor the use of and remotely administer Non-University Owned Computer Systems.

Support for Computer Peripherals: Full technical support of most computer peripherals is provided for five years from date of purchase or until the manufacturer no longer supports the equipment with driver updates and fixes.

Network Printers: Biochem-IT will diagnose problems with network printers and provide solutions when possible. Service, maintenance repair and parts replacement must be performed by a certified printer technician. All network printer repairs should be coordinated through Path IT.

Non-Network Printers: Technical support for personal desktop printers (such as inkjet printers) is limited to 30 minutes of troubleshooting. If a problem cannot be resolved in that time frame, the individual user should contact Biochem-IT to coordinate replacing the printer or arranging for repair.

Support for Computer Software:

- **Installation and Maintenance of Operating System Software:** Setup up and subsequent upgrades of the operating system will be

managed by the Biochem-IT, who will maintain software records. Biochem-IT will also provide operating system (OS) updates.

- **Application Software:**
- **To the extent possible, computer software will be purchased through the Office of Software Licensing.**
- **Users should consult Biochem IT prior to software purchases and submit software orders through the Biochemistry Stockroom.**
 - Biochem-IT will install all software applications purchased by the Biochemistry department.
 - Biochem-IT will maintain software license information on all applications purchased by the Biochemistry department.
 - Biochem-IT will periodically monitor computer systems for software configuration changes.

Disaster recovery and archiving of institutional data (Back-up):

- Biochem-IT will provide the set up and support for this activity.
- It is the user's responsibility to store data in Biochem-IT recommended location to facilitate the back-up process. Data stored outside of the recommended location may not be backed up.
- Automated systems will be provided for standard back-up of regular institutional data.
- Solutions for large data sets associated with research projects will be determined on a case-by-case basis and may incur additional storage costs.
- Guidelines recommend that data be backed up weekly at a minimum.