

SECTION: General Information

SUBJECT: Computer & Telephone Services/Internet Agreement

SOURCE REFERENCE:

NUMBER: F/1.3

DATE: Fall 2002

REVISION DATE: 2003, 2008

COMPUTER AND TELEPHONE SERVICES

Administrative computer and telephone services are available to College personnel. No one among the College personnel is authorized to release technical specifications of software, hardware, and access codes used by the mainframe, network, or telephone system without administrative approval.

Requests for new mainframe applications, changes in programs, information reports, and new data fields must be submitted through a request for service to the Director of Computer Services. Requests shall be reviewed for administrative approval, feasibility, availability of resources, and to ensure that requests are not redundant.

Requests for new telephone installation, moving of existing service, and telephone repair should be submitted through a request for service to the Telecommunications Assistant. Requests shall be evaluated for cost, feasibility, and validity of need. All new telephones or replacement of existing phones will be charged to the user's budget.

Requests for campus network connections, e-mail accounts, web hosting, and all personal computer-related issues must be submitted through a request for service to the Director of Computer Services. Requests shall be reviewed for availability of resources, administrative approval, and costs involved. All computer supplies and repair parts are the responsibility of each departmental user.

INTERNET AGREEMENT

All employees must sign the Administration, Faculty, Staff Internet/Network Access Agreement with Beville State Community College (See *Appendix DD*).