

	Title: Information Technology Technical Support	Review Frequency: Two Years	Effective Date: 10/1/2020
	Policy and Procedure	Doc Control #	#CON-210
		Revision #	1

1. Purpose/Objectives.

1.1. The purpose of this policy is to outline the process for requesting technical support from the College's Information Technology team and to provide specific information on select services utilized by a high percentage of faculty, staff, and/or students.

2. Scope.

2.1. This policy and procedure document applies to all College of Nursing faculty, staff, students, and external constituents requesting services of the Colleges Information Technology department.

3. Content.

3.1. General Guidelines

3.1.1. Information Technology support requests should be submitted utilizing the online support

request ticketing system: hsc-con-it@salud.unm.edu

3.1.2. All requests for support for planned events, meetings, conferences, classes, or other prescheduled events should be submitted in advance, at a minimum of 48 business hours, to provide the Information Technology team with ample time to schedule and address support requests.

3.1.3. General IT support requests submitted through email will be responded to based on priority and availability of IT staff, typically processing tickets within the day of submission. Requests received after hours will be addressed the next business day.

3.1.3.1. This includes all requests for desktop/laptop support, file shares, software installation, printer fixes, network access issues, network mapping, and password changes.

3.1.4. Support requests needing assistance from HSC Systems Group or UNM IT may take 48- to 72-hours to process.

3.1.5. CON IT provides orientation for new students, staff and faculty. This orientation includes explanation of HSC/Salud email address; network connections; minimum technology requirements; UNM Learn/Blackboard; and other topics as requested. These orientation sessions can take place face-to-face or by other means, if needed. Request for orientation sessions should be submitted with one week's notice.

3.2. Computer Software

3.2.1. UNM HSC maintains a standard package of software applications for personnel and student usage.

3.2.2. Nonstandard software purchase requests must have department chair approval and receive HSC Security Review by IT Services Manager prior to submission to UNM Purchasing.

3.2.3. All new software purchases require a user policy be in place as a part of the HSC Security Review.

3.3. Purchasing of IT Equipment and IT Inventory

- 3.3.1. All CON IT equipment purchases must be vetted by the IT Manager. Purchases made without IT approval will receive limited support.
- 3.3.2. All computer assets must be tagged and an inventory checkout form signed by the user of the asset and the IT Services Manager must be completed and on file before the asset can leave the college.

3.4. Web Conferencing

When requesting assistance with creating or supporting a Zoom or other video conferencing session, faculty and staff must comply with the following:

- 3.4.1. The requestor must provide at least 48-business-hours' notice prior to the start of the event/session.
- 3.4.2. Zoom and Pro Accounts are available to all faculty and staff
 - 3.4.2.1. Users are encouraged to watch instructional videos to learn how to manage and run web conference meetings.
 - 3.4.2.2. Individually assigned Zoom licenses may be reassigned at the end of each semester/term based on usage reports and need.

3.5. UNM Learn/Blackboard Learning Management Systems

- 3.5.1. Requests for initiating the creation of new online course content (especially content that includes video lectures and/or extensive HTML content) requires a minimum one-month advanced notice. The creation of new course content requires meeting with CON Instructional Design team (face-to-face, via Zoom or phone).
- 3.5.2. Requests for transferring and/or updating online course content requires a minimum 5-business-days' notice.
- 3.5.3. Requests for building, transferring, and/or editing online quiz or exam content requires a minimum 5-business-days' notice.
- 3.5.4. Requests for time-sensitive edits or other support in an online course can expect a response from the CON Instructional Design team within 24 to 48 hours.

3.6. Network Drive Management and Access

- 3.6.1. All College of Nursing personnel will be provided permissions-based access to the College's shared network drive as it relates to his/her position and business needs.
- 3.6.2. The necessary level of access to given information should be requested by the individual's supervisor.
- 3.6.3. The IT Services Manager manages creation of folders and subfolders within the College's shared network drives.
- 3.6.4. The IT Services Manager shall determine shared network access for non-College of Nursing or non-HSC personnel. Neither the HSC nor the UNM IT support college-based solutions for non-HSC personnel.
 - 3.6.4.1. The best solutions are third party storage like BOX or providing non-HSC personnel a title without pay.

3.7. Data Security

- 3.7.1. IRB approval and coordination of CTSC approval for RedCap data analysis tools for College of Nursing students and faculty must receive academic chair approval and written approval from the Information Technology Services

Manager.

3.7.2. The IT Services Manager will coordinate approval documentation with HSC Security Office and necessary third parties to ensure proper submission of IRB paperwork.

3.7.3. College of Nursing personnel and students must provide adequate time for chair, IT, and HSC Security Office review and approvals before submitting to the IRB Office. Requests must be submitted at least ten business days in advance.

3.8. Mobile Services

3.8.1. Requests for initiating or disabling mobile devices managed by the college or through sponsored research/projects must be submitted to the Information Technology Services Manager via email.

3.8.2. Personnel in CON's Organizational Services coordinates with University Telecommunications to activate or disable devices as appropriate.

3.9. College of Nursing Website

3.9.1. All text revisions for website content must be submitted through the College's dedicated Smart Sheet request portal and are routed through the College's Marketing Manager for review, edits, and approval prior to being posted to the website.

3.10. Conferences and Special Events

3.10.1. If support from the Information Technology department is required for the event, the event sponsor must submit a formal request no less than one month prior to the event. Information Technology support may include but is not limited to creating Zoom sessions for participants, developing electronic registration forms, uploading information to the College's website, email support, equipment (i.e. computer/laptop(s), projector, monitors, phone, etc.).

3.10.2. For events requiring Information Technology technical support leading up to, during, or after the event the event sponsor must request permission of the Information Technology Manager in addition to following all other requirements of this policy.

3.10.3. The event sponsor is responsible for all Information Technology equipment that is requested for the event. Should any equipment be damaged while in the possession of the event sponsor, the event budget must allocate funds to replace or repair damaged equipment.

3.10.4. Requests for event support that are within the normal scope of duties for Information Technology staff will be reviewed and assigned by the IT Manager. Any requests for staff assistance outside of his/her normally assigned duties must follow all other guidelines within this policy.

3.10.5. If requesting the assistance of College of Nursing IT staff for photography or videography of either on- or off-campus, requests must be made in writing to the IT Services Manager at least one week in advance of the event being photographed or videoed.

4. Responsibilities.

RESPONSIBILITIES	
Position/Title/Group	Requirements/Expectations/Duties
Information Technology	Responsible for enforcing this policy and related policies

Services Manager	
IT Staff	Shall adhere to these standards to ensure faculty, staff, and students receive quality IT support.

5. Records Applicability/Retention

- 5.1. Support tickets are maintained in an archived database for two years from the date of completion.
- 5.2. “Documentation related to this policy will be maintained in accordance with UNM Administrative Policies and Procedures, UAPPM Policy 6020, and applicable requirements of the New Mexico Public Records Act, N.M.S.A § 14-3-1 et. seq.”

6. External Reference(s).

- 6.1. Zoom: <https://zoom.us/>

7. Internal Reference(s).

- 7.1. UNM Learn: <https://learn.unm.edu>
- 7.2. UNM Administrative Policies and Procedures- [Policy 2500](#): Acceptable Computer Use
- 7.3. UNM Administrative Policies and Procedures- [Policy 2520](#): Computer Security Controls and Access to Sensitive and Protected Information
- 7.4. UNM Administrative Policies and Procedures- [Policy 2550](#): Information Security
- 7.5. UNM Administrative Policies and Procedures- [Policy 2580](#): Data Governance
- 7.6. UNM HSC IT Security Policies, Standards, Guidelines and Procedures HSC 200- HSC 300: <http://hscsecurity.unm.edu/policy.html>
- 7.7. College of Nursing Policy 220: Conferences and Special Events Policy and Procedure
- 7.8. College of Nursing Policy 502: Scheduling for College of Nursing Managed Spaces
- 7.9. College of Nursing Policy 402 Photography and Filming Policy

8. Definitions.

- 8.1. None

9. Key Words.

- 9.1. Technology, network, Zoom, software, hardware, security, IRB, instructional design, website, purchasing, download.

10. Attachments.

- 10.1. None

11. Approval Authority.

APPROVAL and Information			
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12. Document History.

HISTORY LOG				
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3/31/2020 Revised 6/25/2020	2	Information Technology Technical Support Policy and Procedure	Transferred Policy #5.1.2 content to revised HSC policy template and numbering system to #CON 210. Updated CON policy numbers in Internal Resources. Updated process for submitting website updates.	Christine E. Kasper, Dean and Professor