Computer Lab Procedures

Introduction
Computer Labs provide basic, functional computer services that may include common software applications such as Microsoft Office, printing capabilities, and Internet access. Specialized and site licensed software may be available and should be coordinated through iTech. Open access/general use computer labs are open to all TAMUK students, faculty, and staff. Specialized computer labs specific to a college, department or course may be restricted to those areas. Computer classrooms are labs that are used for teaching and are academically scheduled in Banner and Ad Astra.

1. Purpose
The purpose of this Computer Lab Policy is to establish procedures that ensure the installation, operation, maintenance, and termination of computer labs complies with University security and acceptable use policies, to educate the individuals who may provide computer labs for the University community with their responsibilities associated with such provisions.

2. Ownership and Funding
The computer lab owner is that entity that is responsible for establishing, maintaining, and funding the computer lab. Any computer lab created, managed or otherwise assembled on campus under the custody and control of Texas A&M University-Kingsville is the property of Texas A&M University-Kingsville. This statement refers to the actual physical computers, network/communications equipment, and not to any intellectual property rights that may be granted to any recipients by virtue of other TAMUK policies, rules, or procedures.

3. Privacy
Users of information resources should have no expectation of privacy with respect to the use of such resources, including but not limited to email and/or any electronic files created, used, stored, sent or received on these devices. Information resources may be accessed as needed for purposes of information system administration and maintenance, resolution of technical problems, security monitoring, administrative review, compliance with court orders and System Internal Audit Department or state of Texas audits and compliance with Texas administrative codes and other TAMUK policies.

4. Establishing – Computer Labs
4.1. An identified demand and identified resources (i.e., staffing and funding) are the basic requirements for creating, and maintaining a new computer lab. New computer labs must be coordinated through iTech to properly plan for network connectivity, resources and support. The plan for a new computer lab must include on-going support, maintenance, and refresh.

4.2. Virtual desktop technology may be an alternative for computers, and must be coordinated through iTech for approval. This technology simplifies the maintenance and management for the computer lab.

4.3. The computer lab will be setup with the latest Microsoft Operating System (OS) as supported by iTech. The Microsoft Campus Agreement will provide licensing for the OS and Microsoft Office. An exception is required for Non-Microsoft operating systems. A site license for Anti-virus, Maple, and SPSS may be provided by iTech.

4.4. General Requirements
4.4.1. All computer lab computers will have the Firewall enabled, and the anti-virus with anti-spyware installed. The computers will also be required to be placed in the TAMUK domain.

4.4.2. Information security personnel have the right to audit the computer lab-related data and administration processes at any time, including, but not limited to: in-bound and out-bound packets, firewalls, network peripherals, etc.

5. Maintaining – Computer Labs
5.1. The computer lab owner is responsible for configuring and installing all software and hardware in computer labs in such a manner as to suggest the lab is self-supported. Programs like Deepfreeze, and
Smart Shield can automate Windows Updates and can also protect the hard drive from having data written to it. Please note this is not an alternative to the anti-virus software.

5.2. During operating hours, Computer Lab Assistants may be responsible for the basics of maintaining the lab’s computers and providing end-user support for network access, printing, and basic application assistance. For more complex issues that cannot be resolved by Computer Lab Assistants, they are instructed to escalate the issue to the computer lab coordinator or local support provider.

5.3. Computer labs will be placed on a four to five year refresh cycle and computers are to be replaced at least every five years. This will ensure that the labs provide a good user experience for our students, faculty, and staff.

5.4. The computer lab owner will provide iTech the following information to post on the iTech web page: name of lab, number of computers, software provided, hours of operation, and any restrictions on use.

5.5. All computer labs will be current with the latest OS and Anti-virus package per iTech standards.

6. Terminating – Computer Labs

If computers are still useable, they can be repurposed with approval from iTech. If the computers are not reusable, hard drives will be removed and computers will be removed from property management. Lab owner will adhere to university procedures for properly disposing of computers.