

DRAFT - Assured-Support Overview - DRAFT

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Definition

This policy provides clarification on who is, and who is not, supported by Missouri S&T's Technical Systems Support (TSS) staff, and the categories of equipment that are supported. Within this policy, "assured-support" means that IT TSS will provide support within its capabilities.

IT's TSS staff provides support to current campus faculty, staff, and students. Within this policy, "Current faculty, staff, and students" means actively employed by, or enrolled in, the university. Specifically, Emeritus appointments do not qualify as "current faculty" unless they are actively employed by, and receiving compensation from, Missouri S&T.

Some devices are qualified for assured-support status, and such support is provided by IT's Helpdesk and Desktop Support team. Assured-support is limited to standard computing platforms, utilizing standard software. IT maintains a list (updated annually) of standard hardware and software eligible for assured support. All support (regardless of support level classification) is provided on a best-attempt level of service, without guarantee. Other IT support teams, such as the Research Computing Support Team, may provide differing services and/or service commitments covered by one or more different IT support policies.

All support requests may be prioritized in an order different from the order in which they are received.

Support may be (but is not assured to be) provided for privately owned, and/or non-standard equipment of current campus faculty, staff, and students through the MinerTech facility provided by IT at the Walk-In service desk located in the library. A fee may be charged for this service. Regardless, no personally owned equipment will be subsidized with more than 30 minutes of diagnostic service time without a charge, even if the equipment is used for university business.

Limited support is generally (but not necessarily) provided to official campus guests, who are professionally engaged with the university *and* who are sponsored by current faculty or staff members. Such support *may* incur a fee.

This policy does not cover support of classroom or other computer-based learning facilities on the campus. Support of such equipment is managed by IT's Educational Technology directorate.

Impact.

Individuals covered by this policy include campus students, faculty & staff, and guests.

Explanatory Notes

Minertech and Walk-In Service Counter

“Minertech” is a trademark name owned by the University bookstore. IT provides Minertech services as part of a suite of IT service offerings in association with the campus bookstore. One location where IT services are provided, and specifically the only place where Minertech services are provided, is at the IT Walk-In Service counter in the library. This service location is generally referred to as “the Walk-In”. Minertech services are most generally fee based services, such as warranty repair (vendor pays), non-warranty repair (owner pays), software installation, diagnostics, firmware updates, etc.