

**Faculty of Arts and Humanities
The University of Western Ontario**

**COMPUTER POLICIES
Revised May 2012**

The Administrative Policies and Procedures of the institution bind all employees of The University of Western Ontario: policy 1.13, Code of Behavior for Use of Computing Resources and Corporate Data, outlines staff and faculty responsibilities with regard to information technology. (See <http://www.uwo.ca/univsec/mapp> for the full text.)

Office Computers

All full-time faculty and staff are provided with a computer that is replaced at a minimum every four years. The computers will be either Windows-based or Macintosh desktops with keyboard, mouse and LCD monitor, or laptops. Hardware specifications for desktop and laptop computers will be determined by Technical Services. Staff will also be provided with printers. A software package will be included consisting of a current operating system, a university approved antivirus program, a web browsing and email package, and an office production package supported by Technical Services (currently Microsoft Office). Software packages that may be required to support research are the responsibility of the faculty member, since office desktop or laptop computers are provided for support of teaching and administration. However, faculty members may use the computers purchased by the Faculty of Arts and Humanities to support their research if they wish.

Computers remain the property of the Faculty of Arts and Humanities throughout their usable lifetime, and are maintained and serviced by Technical Services in the UC32 repair shop.

Computers that are not purchased by the Faculty of Arts and Humanities, and which may be in use on campus, are considered either personal computers or research computers. Personal computers are not serviced by Technical Services; limited support may be provided for research computers.

LAN Access

All faculty and staff are provided with an office Ethernet connection. Faculty/staff may have multiple computers registered for use on the Ethernet connection but Technical Services can only guarantee one connection per office. Any computer that has been purchased externally (not through Technical Services) and which needs to be connected via an Ethernet connection (not wirelessly) must be registered with Technical Services to gain online access. Any computer that is NOT registered and is trying to connect before being registered may be banned from the UWO network by Information and Technology Services (ITS).

Email Access

All faculty and staff are provided with an email account by Western's ITS after being entered as employees on the Human Resources system. Western accounts must be electronically activated at <http://www.uwo.ca/its/accounting/activating-account.html>. Western email may be accessed online via any Web browser at <http://mail.uwo.ca>. Technical Services will assist in setting up email access on desktop or laptop computers. Most email-related questions can be answered on the ITS email information site: <http://www.uwo.ca/its/email/>

Research Computers

Faculty members purchasing computers with funds from their research grants are expected to take the support for those computers into account as part of the research application process.

Technical Services will register the computers for use on the Ethernet connection provided. We do not have any site licenses of our own, so any software that needs to be installed on research-purchased computers must be purchased by the researcher. We will assist in installing software on research-dedicated computers. Technical Services will also provide assistance if needed in making purchasing decisions for computer hardware and software; we may also provide limited support to computers purchased through research grants. Typically, Technical Services will limit the amount of time spent on supporting research computers that are not the property of the Faculty of Arts and Humanities.

Research Labs

Research Lab computers are the property of the Faculty of Arts and Humanities. Technical Services can provide only limited support for research lab computers. Usage guidelines apply to all computers in these labs. Any specific software and hardware added to these labs outside of the standard specifications determined by Technical Services will not be supported. Technical Services will provide assistance with the setup and configuration of research equipment as long as it does not exceed the skill set of the staff.

Computer Repair

All computers purchased by the Faculty of Arts and Humanities will be repaired or replaced by Technical Services. Technical Services provides hardware and limited software support for office computers. If Technical Services cannot repair a computer, it will be replaced. In the event of a hardware failure, every effort will be made by Technical Services to retrieve data on the computer. Please note: It is the user's responsibility to back up data and to prevent any data loss due to system failure.

Laptops/Netbooks/Tablets

Due to the specific nature of compact hardware, Technical Services can only provide limited hardware support for these items. For warranty purposes all warranty work must be done through proper channels depending on the manufacturer's guidelines. Technical Services can provide limited support in diagnosing hardware and software issues on these devices but may not be able to conduct repairs.

Computer Replacement Program for Arts and Humanities Faculty and Staff

Unless stated otherwise, a computer in this section refers to the complete system of a Windows or Macintosh based computer, monitor, keyboard and mouse. As technology changes, hardware specifications are subject to change as decided by Technical Services and the Office of the Dean. Printers and other ancillary equipment are not eligible for purchase under this policy.

1. Each computer will be held for a minimum of four years unless it suffers failure beyond economical repair. The choice to repair or replace a failed computer will be at the discretion of Technical Services. Every reasonable effort will be made to recover data lost by computer failure.
2. After four years, a computer becomes eligible for replacement, and the faculty member will be notified of that eligibility. For any number of reasons, a faculty member may choose not to replace the computer at that time. In that case, (s)he should register that choice by responding to the notification in writing. Once made, that choice will remain in effect for one year. The same choice may be made each succeeding year. Replacements part way through the year will be made only in the case of failure.

3. Monitors that are performing properly will not necessarily be replaced with the computer. They have no moving parts, so are less prone to wear. However, any degradation in the visible image will be cause for replacement.
4. The desktop computers purchased by the Faculty of Arts and Humanities are to remain in the faculty member's departmental/unit office.
5. Faculty members within one year of retirement will not have their computers replaced.
6. At the end of the computer's lifetime, faculty members are given the choice to keep the old computer and continue to use it elsewhere, or they can contact Technical Services to provide proper disposal. All data are eliminated according to UWO Data safety policies and the computer is either recycled or re-used elsewhere for other purposes.
7. Faculty members who choose to keep their old computer in their office after it has been replaced should be aware that the old computer is considered to be their personal property and will not be serviced by Technical Services.

Computer Labs and Computers for Graduate Student Use

The Faculty of Arts and Humanities provides multiple computer labs and computers for access by faculty members and graduate students. These computers offer email access, Microsoft Office use, as well as printing. Printing is generally done through the photocopiers, and may be tracked by each department or unit separately.

- **The University College UC6 Lab** is maintained by Technical Services and is independent of other departments. Printing from this lab utilizes the UC4 photocopier and is tracked by Technical Services and the Office of the Dean.
- **The French Department Reading Room** is provided for French use and is run under a 'Bring Your Own Paper' system for printing to the networked printer in the same room.
- **The Classical Studies Lab** is an all-Macintosh lab of four computers that print to the department photocopier which is managed by the staff of Classical Studies.
- **The Philosophy Department** has a computer for graduate use in each shared graduate student office, as well as a room with two computers that print to the department photocopier, managed by the Philosophy Department.

Computer Labs and Computers for Undergraduate Student Use

- **Language Learning Labs (UC186, UC188):** Provides educational support for language learning courses, and is available for private study use outside of class time.

No data are to be stored long term on any of these computers. It is the user's responsibility to keep data separate for security and safety reasons. These computers may be replaced and/or updated at any time for many reasons. There is no guarantee that any data left on these computers will be backed up or be there for any length of time.