PIEDMONT TECHNICAL COLLEGE

PROCEDURE

PROCEDURE NUMBER: 4-4-1060.1

PAGE: 1 of 4

TITLE: **Information Technology**

RELATED POLICY AND PROCEDURES: **4-4-1060 Information Technology**

DIVISION OF RESPONSIBILITY: **Business and Finance**

July 11, 2013	**October 26, 2016**	**October 26, 2016**
Date Approved by President	**Date of Last Review**	**Date of Last Revision**

Administrative Responsibilities

It is the responsibility of the Information Technology (IT) Department personnel to review and revise this procedure to assure proper operation of the computer systems for the College.

Procedure

Piedmont Technical College (PTC) provides a centralized technical support infrastructure to meet the computer and network communication needs of the college administration, faculty, staff, and students through the process of strategic planning, resource management, and customer service. Included in the oversight is the management of multiple centralized database systems, network infrastructure, unified wireless communications and data service, web-based forms, unified helpdesk services, student laboratory and classroom management, technology training, integrated maintenance of safety and security systems, and other technologies to support its employees and students.

A. Use of Computer Equipment

1. College employees are provided the use of personal computers, operating systems and application software. A network account is created for new employees once they are entered into the College’s Enterprise Resource Planning System (ERP) (Banner). It is the responsibility of the Supervisorof the new employee to request the needed

security. This is done by entering a Help Desk ticket. Training of new faculty or staff is the responsibility of the employee's Supervisor.

2. The technical support help desk maintains, repairs, and updates desktop platforms. Upon discovering a problem with your administrative pc, lab or smart classroom, users shall contact the help desk at the published telephone extension or submit a help desk ticket via the PTC website. Submitting a help desk ticket should ensure a faster response time to any issues you may be experiencing.

   a. Upon notification of the problem, the helpdesk manager, if unable to resolve the issue, will assign the ticket to a technician who will assist with resolution.

   b. Technicians have access to all offices, with the exception of the Colleges' administrative office areas. These offices are entered only under escort provided by the responsible office.

B. Computer Systems Maintenance

1. The Chief Information Officer has the administrative responsibility for overseeing maintenance of the College's computer systems. This responsibility includes ensuring that all operational policies and procedures necessary for the successful use of the systems are periodically reviewed and, where necessary, revised.

2. A schedule of routine maintenance requiring down time is publicized. It is also this individual's responsibility, and that of any team leaders, to supervise all aspects of the procurement, installation and maintenance of all computer equipment used as part of the system. Any purchase of Information Technology equipment and software is to be reviewed and approved by the Information Technology Department for compliance with existing standards. The Information Technology Department may be unable to provide technical support for any purchases not in compliance with the College's IT standards.

C. Security

1. Facility:
   The server room is a controlled access room. To protect student academic records, personnel records and the financial affairs of the College, only persons authorized by the College are to have access to this room. This access also applies to network

closets and network switch areas. The server room and hotsite are protected by a fire suppression system, and precautions must be taken to disable the system when working in the server room. All needing to do work must contact Campus Police and Security to gain proper entry to the server room.

2. Reports:
All reports generated by the College's IT department are handled at all times in a responsible manner. Confidentiality and discretion are exercised daily when handling sensitive information and reports generated by the institution's computer systems. Such reports are not shown or discussed in an indiscriminate manner. Reports containing confidential information are shredded when ready to discard.

3. Passwords:
Each user accessing the College's network computer system is provided a password to access the system. The user will be asked to reset their password on the first login. All passwords are set to automatically expire. Only the person specified to log in to a given account/username may know that password. When a user forgets a password, they can reset their own password through the use of security questions. If needed they can contact the PTC helpdesk for assistance. IT will never request your password via email. If your account is compromised, it may be disabled for a period of time. If you know your account has been compromised, notify IT immediately.

D. Disaster Recovery

1. In the event of a loss of data files, the Chief Information Officer is responsible for recovering the lost data. In order for the recovery to be possible, the data must have been stored in a safe place accessible at all hours to IT personnel. It is the responsibility of the Chief Information Officer to provide alternate means of continuing normal business until the hardware can be replaced.

   a. All production critical data are backed up to the Hot Site on the College's servers for a period of time.

   b. Operating systems for servers are stored for a period of time.

   c. Other equipment backups are maintained at a period that would allow for minimum down time.

2. The Chief Information Officer makes necessary arrangements so that sufficient storage is held at Hot Site.

3. Upon declaration of a disaster, all available computer personnel shall report to the Hot Site and begin restoration of the system.