Kirkwood
COMMUNITY COLLEGE

College Procedure: 700.2 – PC and Software Support
Policy Reference: 700 – IT Operations
Responsible Department: Information Technologies
Approval Authority: Cabinet
Procedure Owner: Vice President, Information Technologies
Effective Date: 12/17/2014

Version Number: 2
Legal Counsel Reviewed (yes/no): No
Legal Reference(s):
Scope: College-wide

Reason for Procedure

This procedure outlines the scope of work relating to support for PC's and software.

The Procedure

Information Technologies will support a PC with a standard Kirkwood image used for Kirkwood employees or students. Nonstandard PC's purchased through other entities and not used by Kirkwood employees or students will not be supported.

Information Technologies will supply software and software support specific to our customers' needs where the customer is defined as a Kirkwood employee or student. Information Technologies will not put any software on a machine not used by Kirkwood students or employees. Our licensing agreements prevent this.

Information Technologies will help set up or troubleshoot operating systems or software applications for employees and students. This would include email, Microsoft Office and any specific software application you may have. Kirkwood will not support, set up, or troubleshoot operating systems or software applications on a machine not used by Kirkwood employees or students.

References

Definitions

Term	Definition
Term 1	

Term 2	
Term 3	
Term 4	

Revision Log

Version Number	Date Approved	Approved by	Brief Description of Change
1	12/17/2014	Jon Neff, Vice President, Technology Services	
2		Cabinet	Procedure template 8/26/2019