CHAPTER 4 - Academic Affairs

4-5008 Hardware

The Office of Information Technology (IT) supports approved College-owned computer hardware used by faculty and staff, and in laboratories. Approved hardware can be found on the Supported Hardware list located on the IT web page.

(1) Hardware support includes, but is not limited to, installation and troubleshooting the following: memory, hard drive, mice, keyboards, monitors, video cards, speakers, and other supported hardware that include verifying functionality and/or network connectivity.

(2) For hardware that is no longer under warranty, IT will identify the replacement hardware needed for repair and advise the division or department as to repair costs or the cost of replacement.

(3) Discipline-specific hardware will be supported to the extent possible. For the most part, this equipment is best understood by those who use it and are certified to repair these types of equipment. It is neither feasible nor practical for the IT staff to acquire and maintain expertise in all software or hardware utilized at the College; therefore, IT may recommend external support services. Please note that external support may incur a fee for services that must be paid by the department requesting the support.

(4) Hardware that is purchased through grants and special projects may or may not fall within the terms of use for College support. The grant's principal investigator or Office of Research, Programs and Services (ORPS) representative must consult with IT and complete the Technology Acquisitions Checklist prior to the submission of the grant application to determine if support can be provided.

(5) Support will not be provided for:

   (a) Equipment that does not comply with the College's current supported hardware;

   (b) Computers whose internal components have been accessed without the involvement or knowledge of IT;

   (c) Home or personal computers that are not owned by the College;

   (d) Legacy hardware, including:

      1. PC: first generation Pentium machines, 486-processor, and older.

      2. Mac: first generation Power PC machines, and older (working laboratory instruments that require legacy hardware will be supported to the extent possible, given hardware and resource constraints).

   (e) Computers listed on Opt-out Agreement form (see "Opting-Out" below).

(6) If a request is made to purchase a computer or equipment that is not supported by IT, the purchaser must complete the Technology Acquisitions Checklist. If there is a comparable system that would be supported by IT, it will be recommended to the requestor. If the requestor elects to purchase the requested, unsupported system, the Opt-out Agreement form must be completed acknowledging that

the system will not be supported by IT. For additional information on purchasing technology-related equipment, please refer to NCF Regulation 4-5004 Technology Acquisition.

(7) Opting-Out. Any division/department or individual can opt-out of this policy. However, this does not absolve them from complying with any College technology policy or Regulation. The division/department or individual who opts-out agrees to explicitly decline all support for a particularly assigned workstation and IT agrees to no longer provide any support to the workstation of the division/department or individual. Any individual opting-out must have the approval of the division chair or department head. An agreement must be established for each workstation that the individual wishes to opt-out (see Opt-out Agreement Form). The Opt-out Agreement Form shall be maintained by IT and the record copy shall be retained in the Division or Department.

Authority: Article IX, Sec. 7, Fla. Constitution; Fla. Board of Governors Regulations 1.001 and 3.0075

History: Adopted 03-05-11; Revised 02-26-17 (technical amendment)