# 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
Scope:                                    College-wide

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## 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 PCs 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.

# Revision Log

*Table 1 Revision Log*

| Version Number | Date Approved | Approved by | Description of Change |
|---|---|---|---|
| 1 | 12/17/2014 | Jon Neff, Vice President, Technology Services | New procedure |
| 2 | 08/26/2019 | Cabinet | Procedure template |