Purpose of this policy:
This Policy has been developed to standardize distribution and maximize the utilization of end-user computers for the NYU Gallatin School and establishes conditions to aid in securing campus computers and data from unwanted access, damage, and theft.

Scope of Policy:
This policy applies to all Faculty, Postdoctoral Appointees, Researchers, Administrators, Staff, Temporary Workers, Student Workers, and Agency Contractors employed by NYU Gallatin.

We provide the following services:

- Configuration of Gallatin computers and printers, and installation of supported software.
- Upgrading of existing computers to the most stable version for a particular configuration.
- Skilled maintenance and repair.
- Troubleshooting, diagnosing, and resolving hardware and software problems.
- Removing viruses/spyware/malware from infected computers and re-imaging/rebuilding those which cannot be cleaned.
- Removing compromised computers from use, and elevating issues to the NYU IT security team.
- Maintaining the target replacement cycle for computers.
- Assisting in the move of IT equipment for individuals relocating within Gallatin. For multi-user moves, please contact Gallatin Helpdesk. Gallatin IT will assist with disconnection/connectivity.
- Printer maintenance and toner replacement.
- Troubleshooting and training of Skype and video conferencing systems.
Response Time:

Once you submit a case to Gallatin Helpdesk, you will be contacted about your case within one working day.

Prioritization:

Gallatin IT prioritizes requests to ensure issues are dealt with on a timely basis.

- **Critical** - A problem that affects the entire Gallatin community or a large group of users, and/or poses a serious threat to security.
- **Major** - A problem that affects the entire Gallatin community or a large group of users, but poses no serious threat to security.
- **High** - A significant problem affecting one or more users with no alternative work around.
- **Medium** - A disruption in service for a single user with an available workaround or reduced quality of service.
- **Low** - No significant impact on business process, and/or the request is considered “nice to have” or “preferred.”

Responsibilities for Hardware:

- Adhere by all of New York University's Information Technology policies and guidelines.
- You provide us with a detailed description of the problem/service request for which you are seeking help.
- You consult us prior to purchasing any new hardware or software, as some items may not be supported.
- You do not re-partition computers or configure systems with dual/multiple-boot options.
- You agree to have your desktop PC attached to the Gallatin network for use on-site unless grant restrictions prohibit it.
- You drop off any portable devices requiring maintenance.
- You maintain a clean keyboard and mouse if they require hands-on assistance from Gallatin IT.
Responsibilities for Data:

All university data that is stored on computers must be secured using NYU mandated physical and electronic methods at all times as per the NYU Policy on Data and System Security Measures. The Assignee must take the following physical security preventative measures to protect NYU data and systems:

- Assignee shall abide by the information security policies, guidelines and procedures at all times (listed above in the “RELATED NYU & NYU GALLATIN POLICIES / GUIDELINES / PROCEDURES” section).
- A device displaying Restricted or Protected data being used in a public place (e.g., train, aircraft, or coffee shop) must be positioned so that the screen cannot be viewed by others, thus protecting NYU information.

Computer Administrative Rights:

NYU Gallatin IT issued hardware is delivered with limited administrative rights. This level of administrative rights called “Power User” will allow the Assignee to add a network printer, modify drivers for hardware devices and make limited changes to certain programs/applications. Any requests for additional software must be made to IT via Gallatin.Helpdesk@nyu.edu with business justification. NYU Gallatin IT will endeavor to support NYU Gallatin issued devices where full administrative rights have been delegated to the assignee.

Full administrative privileges can be requested as follows:

- Faculty, Postdoctoral Appointees, Researchers can request full administrative privileges without further approval.
- Other assignees should provide justification and request approval from a member of the IT Leadership team, requests should be directed to Gallatin.Helpdesk@nyu.edu.

Service Limitations and Exclusions

Gallatin IT does not cover the following services:

- Student laptops.
- Support for any computer off-premises, unless it is related to an official Gallatin event.
- Support when we suspect that an issue has been caused by unsupported third-party hardware.
- Off-campus remote support (using remote tools to troubleshoot issues for users at home or off-site).
- Picking up or dropping off hardware to anywhere outside of The Puck Building.
- Support for dual/multi-boot systems. We do not support computers that have been partitioned with multiple operating systems, regardless of hardware and operating systems involved.
- Support for systems where third party software has been deemed to cause issues that we are unable to address.
- Printer support is limited to linking your computer to shared printers, standard troubleshooting, and the replacement of toner for common printers. Gallatin IT replaces office printer toner.
- We are unable to guarantee service levels when equipment failure is related to abuse or staffing levels are low due to unexpected illness and weather conditions.

Purchasing New Computers:

NYU Gallatin IT extends the privilege of a computer to each assignee. There is no charge to the department for the computer when issued in accordance with the following standard issuance guidelines:

- The model and configuration of all standard issued computers will be specified by NYU Gallatin IT, based on current University needs and the ability to support it. A list of supported computers is available at [to be created] [Base models will vary depending on what is available through iBuy]
- Computers are provided with a keyboard, mouse and one standard monitor. Additional accessory requests require justification by the assignee’s supervisor and approval from a member of the NYU Gallatin IT Leadership team; requests should be directed to Gallatin.Helpdesk@nyu.edu.
- NYU Gallatin offers all staff and faculty one computer, based on the standard configurations outlined on this page. Variations from standard configurations are charged to a department, research account, or sponsored account.*
- All computer purchases must be reviewed by the Gallatin Office of Information Technology in advance, so we may ensure the model is one we support, and the purchase complies with our replacement cycle.
- Replacement of computers within the IT life cycle program is subject to available Gallatin IT budget.

At the end of employment, or during a refresh, the computer must be returned to the university regardless of age or condition and cannot be sold or given to end users due to asset management requirements. It is the Assignee’s responsibility to ensure data is backed up to one of the approved data storage services.

- Computers and other hardware procured by the university remain the property of the university.
- On return of the computer to IT all personal data must be removed, as the computer will, after two weeks, be wiped and reissued as needed.
  - Faculty computers - Max $1600
  - Admin and staff computers - Max $1200
Computer and Security Management:
Desktop and laptop devices that are issued by NYU Gallatin IT are provided with the following mandatory management software or configuration:

- Devices are connected to the university’s Authentication and Authorization service “Active Directory”
- Devices are installed with IT management software
- Devices are installed with centrally managed Antivirus and Malware Software
- Disk encryption is enabled for the assigned computer, as necessary
- Advanced endpoint threat detection is installed
- Screensaver is automatically activated after ten minutes of inactivity
- NYU Gallatin IT will only install centrally managed software on devices that are compliant with this policy. Devices that are not compliant with the above Computer Management points or pose a threat may be segregated from the NYU Network in order to protect and secure NYU compliant devices.

Traveling with an NYU Gallatin Owned Computer:
- Assignee must comply with NYU Export Compliance policy.
- Assignee must comply with all country and local regulations guiding the use of computers.
- If any computer is lost or stolen the Assignee must obtain a police reference number and inform by email both the Gallatin Helpdesk (Gallatin.Helpdesk@nyu.edu) and the NYU IT Service Desk (askit@nyu.edu).

Replacement Cycle:
Gallatin IT replaces computers every four years for full-time faculty and staff, and every five years for all other workstations.

Standard Windows Desktop for Faculty and Staff:
- i5 Processor
- 8 GB RAM
- 250 GB Solid State Drive
- Windows 10 Professional (64-bit)

Standard Windows Laptop for Faculty and Staff:
- i5 Processor
- 8 GB RAM
- 250 GB Solid State Drive
- Wireless Adapter
- Integrated Webcam
- Windows 10 Professional (64-bit)

**Standard Apple Workstation for Faculty:**

- i5 Processor
- 8 GB RAM
- 250 GB Solid State Drive
- Wireless Adapter
- Integrated Webcam

**Standard Apple Laptop for Faculty:**

- 13-15” Display
- i5 Processor
- 8 GB RAM
- 250 GB Solid State Drive
- Wireless Adapter
- Integrated Webcam

**Administrative Rights Policy:**

Administrative rights are only provided to faculty members and researchers upon request due to constantly changing research and software needs. We will review the request and make a decision based on perceived business need.

**Limitations and Exclusions:**

Due to staffing resources, we do not support student laptops, home networks, and some other services.

**Questions:**

If you have any problems or concerns related to the service provided, please contact Tahesha Atkins, Director of Operations.

*This policy is effective January 27, 2020, and does not apply to replacement computers for all faculty employed prior to that date. This policy will be periodically reviewed to ensure compliance with legal and financial requirements, remain reflective of the current technological landscape, and address current and future business needs. This process will occur no less than annually.*