

# Dixie State University Policy

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## 461 Stewardship of University IT

### Resources



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#### I. Purpose

- 1.1 This policy outlines stewardship, governance, and support of University institutional Information Technology resources.

#### II. Scope

- 2.1 This policy will apply to all users of Dixie State University Information Technology resources.

#### III. Definitions

- 3.1 **Administrative Computing Committee (ACC):** Reviews and prioritizes projects and initiatives specific to the administrative computing systems of the University (Banner, etc.).
- 3.2 **Chief Information Officer (CIO):** The senior administrative authority regarding operation and development of Information Technology resources and IT support services for Dixie State University.
- 3.3 **Data Steward:** An administrative position responsible for a University unit or department, typically a vice-president, a direct report to a vice-president, or an appropriate deputy designated to act in that capacity.
- 3.4 **University Information Technology Services:** The University Services department responsible for the operation and development of institutional IT services under the direction of the University CIO.
- 3.5 **Information:** Per the categories defined in DSU Policy 463: Information Technology Security, information or data collected, processed, maintained,

stored, or otherwise used by Dixie State University in electronic form to conduct core university functions. Refer to University Policy 463, Information Technology Security, for additional definition.

- 3.6 **Information Technology Governance Committee (ITGC):** Reviews and recommends to University Council new Information Technology policies and procedures and changes to existing policies and procedures. Assists the University CIO and Data Stewards in reviewing and prioritizing IT projects and initiatives.
- 3.7 **Information Technology Resource (IT Resource):** IT systems, infrastructure, or media that provide essential services to core university functions or that display, process, transmit, store, or otherwise utilize Information.
- 3.7.1 **Critical IT Resource:** IT resources that are required for continuing operation of the University and its critical functions. Failures or loss of critical IT resources could result in loss of critical university functions, create public safety issues, cause significant fiscal losses, or incur legal liability.
- 3.7.2 **Institutional IT Resources:** IT resources provided by University Information Technology Services or contracted third-party (also known as “Cloud”) resources for the purposes of broad institutional use. Examples include the campus network, Banner system, email system, electronic directories, storage, Dixie State University Web site, any contracted third-party equivalents, and various other servers and infrastructure.
- 3.7.3 **Personal IT Resource:** Any IT resource not owned or otherwise provided by the University.
- 3.7.4 **Portable Devices and Media:** An IT resource used to display, process, transmit, or store data that is easily portable. Examples include but are not limited to laptop computers, smartphones, tablet computers, optical media, magnetic tapes, removable hard drives, flash memory devices (USB thumb drives, memory cards), and other portable devices with storage capabilities.
- 3.8 **Users:** Any student, university employee, affiliate, or guest who accesses or uses University information assets and IT resources.

#### IV. Policy

- 4.1 Dixie State University IT Services maintains institutional IT resources for the

benefit and use of all University students, faculty, staff, and other affiliates in fulfilling the mission of Dixie State University.

- 4.1.1 To ensure that institutional IT resources are stable, secure, and available for all University users, users are not authorized and shall not attempt to reconfigure, augment, remove, tamper with, or otherwise modify institutional IT resources or infrastructure.
- 4.1.2 Requests for additions or modification of institutional IT resources must be approved by IT Services or the University CIO, and must be performed by or under the direction of IT Services staff.
- 4.1.3 University departments and units shall not unnecessarily duplicate institutional IT resources. Departmental IT resources used for direct academic instruction may not be used beyond its intended academic scope to offer or duplicate institutional IT resources.

## 4.2 Purchasing of IT Resources

- 4.2.1 Procurement of enterprise software, cloud services, or other IT products or services that requires support from IT Services, data feeds or integration with Institutional IT resources, commitment of IT Services funds, or that creates an ongoing maintenance obligation upon IT Services in any way, must be coordinated with IT Services before purchase. Refer to University Policy 221, University Procurement, for additional information.
- 4.2.2 Projects incurred by purchases are subject to review and prioritization by the University CIO and the ITGC and/or ACC committees.

## 4.3 Support of IT Resources

- 4.3.1 IT Services will develop standards, procedures, and service-level agreements regarding its operations and interaction with University constituents to ensure that it is able to effectively provide IT support and services to the institution.
- 4.3.2 Projects and new support requests are subject to review and prioritization by the University CIO and the ITGC and/or ACC committees.
- 4.3.3 IT Services will develop and maintain procedures regarding installation and support practices for University computer labs, server infrastructure, faculty and staff workstations, and other institutional IT

resources.

4.3.3.1 Requests for software or hardware installation on and/or support of IT resources from IT Services outside the scope of established procedures may be subject to out-of-cycle support or installation fees.

4.3.4 IT Services may develop catalogs of supported IT resources (computer models, mobile devices, software, etc.) for approval by the CIO and ITGC.

4.3.4.1 Technical support from IT Services of devices and software outside the approved support catalogs may not be available from IT Services or may incur additional support charges.

#### 4.4 Software Licensing

4.4.1 All software used by DSU students, faculty, and staff for university functions on university or personally-owned IT resources must be appropriately licensed.

4.4.2 IT Services shall manage and maintain all institutional software licensing.

4.4.3 Departments may manage and maintain departmental software licensing, but shall coordinate with IT Services to ensure minimal overlap and duplication of software licensing.

4.5 The University CIO and IT Services are authorized to develop and maintain additional standards, procedures, and service-level agreements as needed to ensure that institutional IT resources are supported effectively.

4.6 Users in violation of this policy may be subject to sanctions in accordance with University disciplinary policies.

### **V. References**

5.1 Dixie State University Policy 221 University Procurement

5.2 Dixie State University Policy 463 Information Technology Security

### **VI. Procedures**

### **VII. Addendum**

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Policy Owner: Administrative Services, VP  
Policy Steward: Chief Information Officer

History:

Approved 5/7/10

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