

**A guideline to Hardware and Software Support services offered by Information & Technology Services (I&TS) 2021**

***Hardware***

Any PC/laptop or printer equipment with an asset number, will receive the following support:

- The equipment is covered by RU insurance and is subject to the usual insurance rules.
- Laptops are not insured against theft and are replaced from the account from which the laptop was initially purchased.
- All warranty issues are dealt with by I&TS Support.
- Trouble-shooting of hardware problems is provided by I&TS and escalated to supplier when necessary
- Personal computers do not receive any hardware support.
- Student computers are supported via the Student help desk
  
- Specialist electronic equipment such as cameras, scientific equipment and laminators are not supported and must be maintained by a third party service provider.
- RU asseted PCs/laptops and printers purchased from central funds are replaced as part of the upgrade procedure in an effort to manage the University spend on equipment. Please refer to the guidelines “Acquiring IT Equipment” for more details.
  
- RU asseted PCs/laptops and printers purchase from research funds receive I&TS support
  
- No IT equipment can be purchased outside of the Universities IT equipment purchasing workflow

***Software***

University licensed software will only be installed on RU asseted machines mentioned in paragraph above and are subject to the following conditions:

- The Identity Management Framework approved by Senate and Council determines the nature of support. Please refer to <http://www.ru.ac.za/identitymanagement/categories/> to determine expected levels of support. In particular students using a staff members asseted PC are not entitled to software support.
- Software license legalities determine the final outcome as some software licenses cover both staff and students, whereas others are limited to staff and are consistent with FTEs
- Personal computers do not receive any software installations or support
- Some support on a best effort can be provided to staff to set up mobile devices to connect to the Rhodes network and mail servers but the service is limited by the small team and enormous variations in device models
- A list of University licensed and recommended software that is supported can be found at <http://software.ru.ac.za/>.
- Recurring license agreements should be purchased by I&TS from the centralised Software license budget. A motivation to make such a purchase is required. Where there is an alternate purchase method or an alternate product the motivation may need to serve before ITSC in order to ensure that the University budget is spent responsibly
  
- Student profiles may not be set up on asset laptops or shared PCs
  
- Students get access to Office 365 and are supported via the student help desk