



## Policy on desktop support

**Policy Type:** Local

**Responsible Office:** Office of Development and Alumni Relations

**Initial Policy Approved:** 12/2012

**Current Revision Approved:** 12/2012

### Policy Statement and Purpose

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Purchase of all Development and Alumni Relations IT hardware and software that is supported centrally by Advancement Services must be approved before purchase by the Advancement Services web application development manager. Advancement Services works with central departments and individuals to guide in the selection of appropriate hardware and software to ensure that business needs and software licensing requirements are met. Advancement Services is not required to support hardware or software if there has been no prior coordination, planning, approval or allocation of appropriate resources.

Advancement Services does not support personal devices or install university software on non-university devices.

All DAR employees must adhere to the VCU Computer and Network Resources Use Policy. This policy states that VCU computer resources are for official, VCU-related business only. Limited personal use is acceptable but should not interfere with VCU business. Advancement Services is not responsible for support of issues that arise from personal use or from allowing non-VCU employees to use VCU-supported resources. Advancement Services is not responsible for personal information that is lost during the support process on a VCU-owned computer resource.

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### Who Should Know this Policy?

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All university employees engaged in activities related to development and alumni relations are responsible for knowing this policy and familiarizing themselves with its contents and provisions.

## Definitions

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### Advancement Services

Advancement Services is managed by the associate vice president for Advancement Operation and oversees the following service functions for the Office of Development and Alumni Relations and the university: Information Technology and Online Services, Gifts & Records Management, Prospect Research and Campaign Data Analysis and DAR Finance and Administration

Advancement Services manages application development and data integrity in Millennium and other systems, provides application training to users and ensures security for information in the DAR databases, in accordance with university IT policy. It is also responsible for gift processing; managing the development and production of reports, including fundraising analysis; data files for solicitations or project and alumni statistics; technical management of the division's Web space for both internal and external users; and management of the department's budgeting, expenditures and human resource functions.

### Hardware

A physical device, such as desktop computer, laptop, mobile device, projector, printer or other accessory.

### Software

A program installed on a desktop computer, laptop or mobile device.

### Supported device

A piece of computer or related IT equipment that is purchased by Advancement Services or with the approval of Advancement Services, per this policy.

## Related Documents

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- Computer and Network Resources Use Policy (<http://ts.vcu.edu/askit/3409.html>)

## Contacts

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The Office of Development and Alumni Relations officially interprets this policy. The Office of Development and Alumni Relations is responsible for obtaining approval for any revisions as required by the policy Creating and Maintaining Policies and Procedures through the appropriate governance structures. Please direct policy questions to the Advancement Services IT Manager or the AVP of Advancement Operations.

## Procedures

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### Procurement

- Purchase requests are made through the Advancement Services Help Desk.
- All purchases must be approved by the department allocating the funds before making the request to Advancement Services.
- Advancement Services orders and receives the items.

### Installation

- Advancement Services sets up or installs purchased items on supported devices.

### Support

- Support requests must be submitted through the Advancement Services Help Desk request system.
- Advancement Services troubleshoots and repairs supported devices that were purchased through or with the assistance of Advancement Services.
- Advancement Services first attempts to correct the issue over the telephone or through a remote connection to the computer, then provides on-site support, if necessary.
- Advancement Services provides periodic updates and upgrades to supported devices.

## **Forms**

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See the Advancement Services Online Request forms at <http://staff.oda.vcu.edu/HelpDesk>.

## **3Revision History**

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This is the initial version of this policy.

## **FAQs**

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This policy has no FAQs.