IT Requests

Requesting Help from SAR IT

Policy
SAR IT responds to help requests from all Sargent College faculty and staff, and from students only as it relates to Sargent-owned equipment. All help requests need to be e-mailed to sar-help@bu.edu so they can be prioritized and tracked.

Emergency help requests, such as a computer crash, which require immediate attention, should be phoned in to SAR IT. If SAR IT personnel cannot be contacted via phone, the MSC Front Desk should be contacted and MSC personnel will then contact SAR IT.

Procedures
Emergency Help Requests:
When a Sargent College faculty or staff person experiences an emergency computer situation, such as a computer crash, that person should call SAR IT at 3-0818 or 3-7474. If SAR IT personnel are not available then MSC personnel should be called at 3-4201. MSC personnel will the contact SAR IT via pager or cell phone (as applicable).

Non-Emergency Help Requests:
All non-emergency help requests must be e-mailed to sar-help (sar-help@bu.edu). The request for help should be as detailed as possible so that SAR IT may assign a priority to the request based on the severity of the problem. In addition, providing details will help SAR IT determine the possible causes of the problem, potential solutions, and approximate time it will take to resolve the problem. All sar-help requests will be acknowledged in a timely manner.

When SAR IT receives non-emergency help requests in person or via telephone SAR IT will ask that the request be sent to sar-help (sar-help@bu.edu) for tracking purposes.

Notes:
Sar-help is part of an online help-request tracking system run by the College of Engineering (ENG) and is used by several BU departments. Using sar-help allows SAR IT to track and monitor the status of all user requests. Sar-help does not provide a system for tracking help-requests received by phone. However, SAR IT has no control over its functionality, availability, or upgradability. The sar-help system may be unavailable at times due to system crashes or upgrades.

Access to SARNET

Policy
SARNET is a shared electronic network upon which faculty and staff save and share files. This networked server is maintained by the Sargent IT staff and is backed up on a regular basis. All full time faculty and staff employees will need access to SARNET to perform their duties. SAR IT staff can only grant access to employees with a BU email account, therefore all BU employees need a BU email account. An employee may not request network access for him/herself; the request form must be filled out by the Department Chair, a Department administrator, a lab director, or their designee and forwarded to the SAR IT staff.

Procedure

1. To attain access to SARNET, the SARNET Access Authorization Request form should be filled out by an authorized person and forwarded to the sar-help@bu.edu. This request form must be sent via email because it is filed electronically. The request should detail which folders on the network the new employee should be given access and must include the new employee's email address.

2. SAR IT will meet with the employee to give a tutorial on how to use the Sargent network and to make sure the employee is fully set up on his/her computer.

3. SAR IT will archive all access requests in a folder called Access Requests on the network. (N:\Administration\SAR IT\SARNET Access Requests)

4. At the end of every academic year, SAR IT will check with the Department Chairs to see who should continue to have access to the network in the following year.

Resignations

Policy

When a faculty or staff member resigns from their position at the College, SAR IT should be informed by the Assistant to the Department Chair and/or Personnel Administrator. It is the responsibility of the employee to make sure that all personal files have been moved or deleted from their computer(s).

Procedure

1. Upon being informed of an employee's resignation, SAR IT will request confirmation in writing from the Assistant to the Department Chair and/or Personnel Administrator, with the effective date of resignation clearly detailed.

2. SAR IT will archive that request in a folder called SARNET Access Requests on the network.

3. SAR IT will meet with the employee before they leave to assist in transferring files off the computer, if necessary.

4. On the next business day *after* the resignation day listed in the request from the Department Chair, SAR IT will remove the employee from all the network security groups to which the employee had previously been a member.

5. SAR IT will remove the employee as an administrator on the computer(s) that the employee had been using and will prepare the computer for the next employee.

Termination

Policy

When an employee has their employment terminated by Sargent College care must be taken to handle the situation as efficiently as possible. SAR IT should be informed by the Personnel Administrator before the termination so that the employee's network access can be revoked as quickly as possible.

Procedure

1. SAR IT should be informed by the Personnel Director before the termination of any employee. SAR IT will immediately prepare to rescind the employee's network access.

2. SAR IT will make a record of the request to terminate access and archive that request in a folder called SARNET Access Requests on the network.

3. After the scheduled time of the planned termination, SAR IT will remove all the security access the employee possessed and will take the employee out of the administrative group on the computer which allows a user to install or delete programs.

4. SAR IT will then move all departmental files off the employee's computer to a network location so that coworkers can access them. SAR IT will clear off the computer and prepare it for use by the next employee.