

Office Computers

Proper Usage

Policy

Sargent computers should be used for work purposes only. Those users who are granted the privilege of downloading and installing software are to limit themselves to work related software only. In the event that non-work related software is found on the computer, SAR IT reserves the right to remove such software and remove the user's rights to download and install software in the future. SAR IT may audit computers at any time, without notice.

Purchasing Computers

Policy

SAR IT is responsible for arranging or approving all new computer purchases. All computers and laptops to be used in Sargent College must be set up by SAR IT to ensure that the appropriate antivirus, anti-spyware and operating system updates are installed, to keep the network as safe as possible.

The Departments are responsible for purchasing computers and peripherals. On occasion, it may happen that the College will have extra funds to use in the last few months before the end of the fiscal year and at such times those funds will be invested in replacing the oldest computers in Sargent offices.

Procedure

Any Department considering buying a new computer should ask SAR IT for a price quote. SAR IT will recommend and spec out a computer. If the Department chooses a different computer, that computer must be approved by SAR IT to ensure that its hardware and software will be compatible with Sargent's servers.

The delivery location put down on the requisition should be the SAR IT office (SAR00, Room 235). SAR IT will set up the computer and then contact the Department to arrange installation and to help get the recipient setup on the new computer.

SAR IT keeps an inventory of all the computers in the Sargent building and will give the Financial Administrator a list of computers each March that are 5 years old or older. At that point, depending on College funds, new computers will be purchased after consultation with the Chairs of each department to determine the appropriate type of computer.

Maintaining the Computers in Sargent College

Active Directory Policy

All Sargent Windows Desktops which connect to the network are required to be part of the University's Active Directory (AD). Laptops, based on their usage, may be part of the AD.

In order for the following policies to be effective, Sargent computers must remain on at all times (unless otherwise directed by SAR IT); users need to logoff from their computers but not shutdown.

Anti-Virus Software Policy

All Sargent workstations have the current McAfee anti-virus software installed (current version determined by SAR IT). Anti-virus settings are configured maintained and upgraded centrally by IT via the ePO server-end software. The client anti-virus software cannot be disabled by the end-user (exceptions are made only for research workstations where the researcher has demonstrated a need to be able to disable the software when running certain research applications). Workstations are checked regularly to make sure the anti-virus software is working and updating correctly

Anti-Spyware Software Policy

All Sargent Windows workstations have both the current McAfee anti-spyware software. Settings are configured maintained and upgraded centrally by IT via the ePO Console server-end software.

Workstation Security Settings Policy

All Sargent Windows workstations receive required security (and non-security) settings via Group Policy. These policies are created and updated as needed.

Windows (Microsoft) Patching Policy

All Sargent Windows workstations have Autoupdate set via group policy. In addition the status of patches is monitored via Shavlik HFNetChk server software. Missing patches are sent out as needed. Patch status is monitored regularly.

Printers

Policy

SAR IT should be consulted before any printers are purchased. If a current printer is having problems, please contact SAR IT. If SAR IT cannot fix the printer, the recommended printer repair company, Page after Page, should be contacted or the printer should be replaced. In general, calling Page after Page is recommended if the printer is expensive and the problem seems to be related to the hardware, such as the printer jams all the time or the paper feeds incorrectly. Software problems can usually be solved by SAR IT.

Procedure

E-mail should be sent to sar-help@bu.edu regarding the printer purchase request. The request should indicate whether black & white or color printing is needed and if it should be a laser or inkjet printer. An indication of how the printer will be used (ie for routine office work, graphics, in a shared environment, etc) and a preferred price range would be helpful.

For repairs, Page after Page is a company that is hired by a large number of departments at Boston University for printer repair. Page after Page will require a pcard number when they are called in for.

Backing up

Policy

SAR IT recommends that all important files be kept on the N drive (i.e., SARNET). Files that are left on the local computer desktop or in the local "My Documents" folder are vulnerable to computer hard drive crashes, which happen regularly, even with relatively new computers. SAR IT also recommends backing up personal email on a regular basis to a CD or DVD, or external hard drive.

Procedure

Please contact SAR IT (sar-help@bu.edu) for a tutorial on how to save files on the network.