1.0 PURPOSE
1.1. The purpose of this policy is to outline the process for requesting technical support from the College’s Information Technology team and to provide specific information on select services utilized by a high percentage of faculty, staff, and/or students.

2.0 APPLICABILITY
2.1. This policy and procedure document applies to all College of Nursing faculty, staff, students, and external constituents requesting services of the College’s Information Technology department.

3.0 POLICY AND GUIDELINE STATEMENT
3.1. General Guidelines
3.1.1. Information Technology support requests should be submitted utilizing the online support request ticketing system: http://nursing.unm.edu/it
3.1.2. All requests for support for planned events, meetings, conferences, classes, or other prescheduled events should be submitted in advance, at a minimum of 48 business hours, to provide the Information Technology team with ample time to schedule and address support requests.
3.1.3. General IT support requests submitted through the online ticketing system will be responded to based on priority and availability of IT staff, typically processing tickets within one business day.
3.1.3.1. This includes all requests for desktop/laptop support, file shares, software installation, printer fixes, network access issues, network mapping, and password changes.
3.1.4. IT Support requests needing assistance from HSC Systems Group or UNM IT may take 48- to 72-hours to process.
3.1.5. CON IT provides orientation for new students, staff and faculty. This orientation includes explanation of HSC/Salud email address; network connections; minimum technology requirements; UNM Learn/Blackboard; and other topics as requested. These orientation sessions can take place face-to-face or by other means, if needed. Request for orientation sessions should be submitted with one week’s notice.

3.2. Computer Software
3.2.1. UNM maintains a standard package of enterprise software applications for personnel and student usage. See “Internal References” for UNM Software Distribution and Downloads.
3.2.2. Nonstandard software purchase requests must have department/team chair approval and receive HSC Security Review by IT Services Manager prior to submission to UNM Purchasing.

3.3. Purchasing of IT Equipment and IT Inventory
3.3.1. All purchasing of IT equipment (computers, tablets, printers, etc.), regardless of purchasing funds (grant or CON funds), must be approved by the IT manager.
3.3.2. All computer assets must be tagged and an inventory checkout form signed by the user of the asset and the IT Services Manager must be completed and on file before the asset can leave the college.

3.4. Video Conferencing
When requesting assistance with creating or supporting a Zoom or other video conferencing session, faculty and staff must comply with the following:
3.4.1. The requestor must provide at least 48-business-hours’ notice prior to the start of the event/session.
3.4.2. One member from each team within the College will receive a Zoom license to assist his/her team with creating video conferencing sessions.
3.4.3. Request must provide a detailed explanation of the nature of the meeting including dates, times, parties involved in meeting, and meeting organizer(s).
3.4.4. RSVPs should be collected prior to meeting. If invited participants are not able to join the scheduled teleconferencing, the meeting organizer(s) must notify Information Technology immediately to cancel the video conference.
3.4.5. Users are encouraged to watch instructional videos to learn how to manage and run videoconference meetings.
3.4.6. Individually assigned Zoom licenses may be reassigned at the end of each semester/term based on usage reports and need.

3.5. UNM Learn/Blackboard Learning Management Systems
3.5.1. Requests for initiating the creation of new online course content (especially content that includes video lectures and/or extensive HTML content) requires a minimum one month advanced notice. The creation of new course content requires meeting with CON Instructional Design team (face-to-face, via Zoom or phone).
3.5.2. Requests for transferring and/or updating online course content requires a minimum 5-business-days’ notice.
3.5.3. Requests for building, transferring, and/or editing online quiz or exam content requires a minimum 5-business-days’ notice.
3.5.4. Requests for time-sensitive edits or other support in an online course can expect a response from the CON Instructional Design team within 24 to 48 hours.

3.6. Network Drive Management and Access
3.6.1. All College of Nursing personnel will be provided permissions-based access to the College’s shared network drive as it relates to his/her position and business needs.
3.6.2. The necessary level of access to given information should be requested by the individual’s supervisor.
3.6.3. The IT Services Manager manages creation of folders and subfolders within the College’s shared network drives.

Title: Information Technology Technical Support Policy and Procedure
Owner: Information Technology
Effective Date: 9/1/2017
Doc. #: 5.1.2.
3.6.4. The IT Services Manager shall determine shared network access for non-College of Nursing or non-HSC personnel.

3.7. Data Security
3.7.1. IRB approval and coordination of CTSC approval for RedCap data analysis tools for College of Nursing students and faculty must receive academic team chair approval and written approval from the Information Technology Services Manager.
3.7.2. The IT Services Manager will coordinate approval documentation with HSC Security Office and necessary third parties to ensure proper submission of IRB paperwork.
3.7.3. College of Nursing personnel and students must provide adequate time for chair, IT, and HSC Security Office review and approvals before submitting to the IRB Office. Requests must be submitted at least ten business days in advance.

3.8. Mobile Services
3.8.1. Requests for initiating or disabling mobile devices managed by the college or through sponsored research/projects must be submitted to the Information Technology Services Manager via email.
3.8.2. The IT Services Manager coordinates with University Telecommunications to activate or disable devices as appropriate.

3.9. College of Nursing Website
3.9.1. The College of Nursing website is managed through the Health Sciences Library and Informatics Center (HSLIC).
3.9.2. All text revisions for website content must be submitted through the College’s online ticket request system.
3.9.3. Content updates must be reviewed and approved by the IT Services Manager prior to being submitted to HSLIC for completion.

3.10. Conferences and Special Events
3.10.1. If support from the Information Technology department is required for the event, the event sponsor must submit a formal request no less than one month prior to the event. Information Technology support may include but is not limited to creating Zoom sessions for participants, developing electronic registration forms, uploading information to the College’s website, email support, equipment (i.e. computer/ laptop(s), projector, monitors, phone, etc.).
3.10.2. For events requiring Information Technology technical support leading up to, during, or after the event the event sponsor must request permission of the Information Technology Manager in addition to following all other requirements of this policy.
3.10.3. The event sponsor is responsible for all Information Technology equipment that is requested for the event. Should any equipment be damaged while in the possession of the event sponsor, the event budget must allocate funds to replace or repair damaged equipment.
3.10.4. Requests for event support that are within the normal scope of duties for Information Technology staff will be reviewed and assigned by the IT Manager. Any requests for staff assistance outside of his/her normally assigned duties must follow all other guidelines within this policy.
3.10.5. If requesting the assistance of College of Nursing IT staff for photography or
videography of either on- or off-campus, requests must be made in writing to the IT
Services Manager at least one week in advance of the event being photographed or videoed.

4.0 RESPONSIBILITIES
4.1. Information Technology Services Manager is responsible for enforcing this policy and related
policies.
4.2. IT Staff shall adhere to these standards to ensure faculty, staff, and students receive quality IT
support.

5.0 RECORDS APPLICABILITY AND RETENTION
5.1. Support tickets are maintained in an archived database for two years from the date of completion.

6.0 EXTERNAL REFERENCES
6.1. Zoom: https://zoom.us/
6.2. UNM Learn: https://learn.unm.edu/

7.0 INTERNAL REFERENCES
7.1. UNM Administrative Policies and Procedures – Policy 2500: Acceptable Computer Use
7.2. UNM Administrative Policies and Procedures – Policy 2520: Computer Security Controls and
Access to Sensitive and Protected Information
7.3. UNM Administrative Policies and Procedures – Policy 2550: Information Security
7.4. UNM Administrative Policies and Procedures – Policy 2580: Data Governance
7.5. UNM Information Technologies Software Distribution and Downloads:
http://it.unm.edu/software/.
http://hscsecurity.unm.edu/policy.html.
7.7. College of Nursing Policy 13.1.1: Conferences and Special Events Policy and Procedure
7.8. College of Nursing Policy 5.1.6: Course and Room Scheduling Policy and Procedure
7.9. College of Nursing Policy 12.2.2: Student Email
7.10. College of Nursing Policy 13.1.2 Photography and Filming Policy

8.0 DEFINITIONS
None.

9.0 KEY WORDS
9.1. Technology, network, Zoom, software, hardware, security, IRB, instructional design, website,
purchasing, download.

10.0 RESOURCES/TRAINING

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11.0 SUMMARY OF CHANGES
   11.1. New Policy.

12.0 ATTACHMENTS
   12.1. None.

13.0 DOCUMENT APPROVAL & TRACKING

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