



SFSS Information  
Technology Policies

Simon Fraser Student Society

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# INTRODUCTION

# POLICIES



## IT-1: IT HARDWARE AND SOFTWARE REQUESTS

<i>POLICY TYPE: INFORMATION TECHNOLOGY POLICY</i>		
<i>POLICY TITLE: IT HARDWARE AND SOFTWARE REQUESTS</i>		
<i>POLICY REFERENCE NUMBER: IT-1</i>		
Adopted: April 23, 2021 Next Scheduled Revision: April 2022 <a href="#">Previous Revisions</a>		
Position	Signature	Date
President		

### Policy

1.1 The Building Manager is responsible for administering the purchase of computing hardware, and computing software not made available by SFU IT Services or included in the Society’s IT renewal plan. The VP Finance & Services will serve as oversight for this service and will work to ensure the process does not break down.

### Supports

- Staff

### Standards

1.2 Departmental coordinators may consult with the Building Manager should the provisions for purchasing IT hardware or software be unclear.

### Process

1.3 Departmental coordinators wishing to acquire additional computing hardware or software will:

- ensure their departmental budgets are developed to include the cost of any new hardware or software not provided for in the Society’s IT plan,
- submit an SFU ITS request at <http://www.sfu.ca/itds/help> detailing the proposed purchase to determine whether or not it is available via SFU ITS and whether there are any relevant considerations regarding the proposed purchase in relations to the Society’s IT environment, and

- (c) submit a completed Cheque Requisition Form to the Finance Department for the processing of any purchase or reimbursement.



## IT-2: COMPUTING HARDWARE RECYCLING AND REPURPOSING

<i>POLICY TYPE: INFORMATION TECHNOLOGY POLICY</i>		
<i>POLICY TITLE: COMPUTING HARDWARE RECYCLING AND REPURPOSING</i>		
<i>POLICY REFERENCE NUMBER: IT-2</i>		
<i>Adopted: April 23, 2021</i> <i>Next Scheduled Revision: April 2022</i> <i>Previous Revisions</i>		
Position	Signature	Date
President		

### Policy

2.1 The Operations Organizer is responsible for the repurposing or recycling of any unwanted computing hardware. The VP Finance & Services will serve as oversight for this service and will work to ensure the process does not break down.

### Supports

- Councillors
- Staff

### Process

2.2 Anyone wishing to discard a piece of computing hardware must submit a Computing Hardware Recycling or Repurposing Work Order.

2.3 The Operations Organizer will:

- (a) consult with the requester for additional details where required,
- (b) determine whether the hardware is still viable and whether there are other requesters that are interested in it, and
- (c) where no one is interested in the item, have the item disposed of appropriately.



### IT-3: IT SUPPORT

<i>POLICY TYPE: INFORMATION TECHNOLOGY POLICY</i>		
<i>POLICY TITLE: IT SUPPORT</i>		
<i>POLICY REFERENCE NUMBER: IT-3</i>		
<i>Adopted: April 23, 2021</i> <i>Next Scheduled Revision: April 2022</i> <i>Previous Revisions</i>		
Position	Signature	Date
President		

#### Policy

3.1 SFU IT Services (SFU ITS) is responsible for providing IT support.

#### Services

3.2 SFU ITS will provide the following services:

- (a) Troubleshooting and problem resolution of all Macs and PCs,
- (b) Troubleshooting and problem resolution of all local and networked printers,  
and
- (c) Standardized settings and installation of tested and security approved software products.

#### Process

3.5 Society staff and Councillors wishing to request SFU ITS support must submit a support ticket at <http://www.sfu.ca/itds/help>.

3.6 Society staff and Councillors wishing to request SFU ITS support at the SFU Surrey Campus must email [help-surrey@sfu.ca](mailto:help-surrey@sfu.ca).