SFSS Information Technology Policies

Simon Fraser Student Society

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INTRODUCTION

POLICIES

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IT-1: IT Hardware and Software Requests

POLICY TYPE: INFORMATION TECHNOLOGY POLICY		
POLICY TITLE: IT HARDWARE AND SOFTWARE REQUESTS		
POLICY REFERENCE NUMBER: IT-1		
Adopted: June 12, 2020 **Next Scheduled Revision: April 2024** **Previous Revisions: June 2022**		
Position	Signature	Date
President		

Policy

1.1 Departmental coordinators are responsible for administering the purchase of computing hardware, and computing software not made available by SFU ITS 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 Operations Organizer 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:

(a) 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,

(b) submit an SFU ITS request at https://www.sfu.ca/information-systems/get-help.htm 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.

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IT-2: Computing Hardware Recycling and Repurposing

POLICY TYPE: INFORMATION TECHNOLOGY POLICY		
POLICY TITLE: COMPUTING HARDWARE RECYCLING AND REPURPOSING		
POLICY REFERENCE NUMBER: IT-2		
		Adopted: June 12, 2020
		Next Scheduled Revision: April 2024
		Previous Revisions: June 2022
Position	Signature	Date
President		

Policy

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

Supports
- Executive Committee
- 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.

2.4   A feedback form will be made available to all requesters using the Computing Hardware Recycling and Repurposing service.

IT-3: IT SUPPORT

POLICY TYPE: INFORMATION TECHNOLOGY POLICY POLICY TITLE: IT SUPPORT POLICY REFERENCE NUMBER: IT-3		
		Adopted: June 12, 2020 **Next Scheduled Revision: April 2024** **Previous Revisions: June 2022**
Position	Signature	Date
President		

Policy

3.1   SFU IT Services is responsible for providing IT support.

Services

3.2   Troubleshooting and problem resolution of all Macs and PCs.

3.3   Troubleshooting and problem resolution of all local and networked printers.

3.4   Standardized settings and installation of tested and security approved software products.

Process

3.5   Anyone wishing to request SFU ITS support must submit a support ticket at https://www.sfu.ca/information-systems/get-help.html