The SHRS IT Support Team would like to take a moment to update the SHRS community on technology policies and information. If you have any questions or concerns, please let us know. We request all faculty and staff read this document as the info included covers a broad range of topics.

GENERAL OFFICE COMPUTER USE

• Please **Sign Out** of your computer each night. Keep the computer turned on but logged off. This allows automated updates and scheduled maintenance to be performed with minimal downtime to you.
• Do not install any software on the computer unless you are sure you have a **valid license**
  o (See Software Usage Section)
• Ensure all data that you need is **stored in a cloud location** (OneDrive, PITT Box) or **network location** This will insure the data is backed-up.
  o Files stored only on your desktop or within the local documents folder are not backed up anywhere and cannot be recovered if there is a hardware failure.

OFFICE MOVES

SHRS IT **must** be notified before any computer or network printer is relocated. SHRS IT will need the following information for verification.

• Machine Name (From White Label), Current Location/Room, Current Network Port, New Location/Room, New Network Port, Primary User, and the Reason for move
• Once we have verified that the new network location will work, the computer/s can be moved.
• If your computer is connected to a Skype for business phone you must **restart** the phone after disconnecting the computer to update a setting on the phone. If you fail to do this step the computer will not work on another port.

ROOM RESERVATIONS AND CLASSROOM USAGE

Room reservations can be viewed and submitted via the online reservations system via [www.shrs.pitt.edu/WebRRS](http://www.shrs.pitt.edu/WebRRS). The ability to reserve rooms is restricted to Primary Faculty and Staff. Non-Primary users or for users at locations that do not use our central system should contact your respective department admins for help in reserving rooms.

**Notes:**

• **No food or drinks are allowed in any SHRS rooms without prior notice and approval.**
• **Please report any classroom issues to SHRS IT Support via** [support@shrs.pitt.edu](mailto:support@shrs.pitt.edu)
• **Web Cams and DVD Drives are available for sign-out on a first come first serve basis in the SHRS IT Office.**
• **Make sure you Sign-Out of all public computers when you are done with class.**

SOFTWARE USAGE

• All software must have a **valid current license** before being installed.
• Shareware or Freeware may be downloaded from non-PITT websites provided the user take precautions to verify the software is free of viruses, spyware, etc. If the source is not a trusted software site, do not download from that location.
• **By installing software, you accept responsibility in acknowledging a valid license has been purchased for application usage.**
  - Unlicensed software may be removed from the device by IT staff until such time as a valid license has been purchased
• Software packages are licensed per machine or per user. This can drastically change the license count needed for purchasing. Make sure you are covered prior to installing any software.
• Many software applications can be downloaded for free by faculty via the my.pitt.edu portal. Check directly with software licensing to confirm that the software can be installed on an office primary machine.
• Software available on the Faculty Download Page is NOT licensed for install on public, shared computers or research lab devices. Additional departmental licenses must be purchased in these instances
• Each department must maintain an annual Microsoft Campus Department Software agreement for ALL faculty/staff positions that are paid (including adjuncts but excluding Workstudy students) This covers the use of Windows and Office software for all members of your department. Departmental compliance is a University mandate for the entire school.
• Any software not available thru the University, or approved vendors, must be approved by Purchasing Services (Gary Hussar) before purchased. A sole source justification may be required.

**SHRS COMPUTER ADMIN ACCESS POLICY**

Per PITT Security team and Internal Audit, it is now SHRS policy that only a single designated user will have admin access to office and/or lab machines. This user must have a status of Primary Faculty or Staff.
- The primary user of office computers will be granted administrative/install permissions
- The administrator for lab/research computers must be the PI or a single designated lab manager selected by the PI.

The designated administrative user will have the following responsibilities and permissions.
- Installing additional licensed software other than standard applications
- Agrees to not add any other local accounts or grant other accounts admin privileges.
- Promptly notifies SHRS IT Support of any problems with computer.
- All requests for additional software or computer troubleshooting/maintenance/rebuild will originate with this designated user.
- Confirms all software has valid active license before installing or updating.

**SHRS MACHINE PURCHASES AND STANDARDS**

**Definition:** Any machine connected to a SHRS PITT network VLAN regardless of funding source (Dept, RDF, Research, etc.)

- All SHRS Computer equipment (PC, notebooks, tablets, printers, scanners, etc.) must be approved and ordered through the SHRS IT Team. Some peripherals (Wireless Keyboard/Mouse, External Drives, iPads, etc) may be ordered directly by the departments, but please check with SHRS IT before doing so.
- All SHRS Machines must include the following service warranties
  - PC Desktops: 5-yr Dell support
  - PC Notebooks: 3-yr Dell support
  - Macintosh: 3-yr Apple care package
- Any computers or laptops purchased with University funds that have reached end of life / end of service agreement MUST be returned to SHRS IT Support. Equipment Records will be updated, and the devices retired to PITT Surplus. If you are at a remote site and would like the pickup to be performed at your location, please contact IT to ensure everything is tracked and records are updated.
- SHRS Machines must never be disconnected from the network. Machines must stay connected to unique active ports for routine maintenance, security updates, new software versions, and so we can apply critical security patches.
- Any machine that is not connected to an active network port or has not received updates for more than 30 days must be returned to SHRS IT for reimaging before it will be allowed back on the network.
• The general life cycle of all machines is the end of the warranty cycle. Please contact the SHRS IT team if an expired device would need an extension of the service contact.
• Grant funding used to purchase hardware needs to factor in a 5-year machine replacement schedule.
• Multiple machines cannot share a single network port. This is a violation of PITT computing policy. Network hubs or routers are prohibited. No sharing of the same IP address or data port. Network access will be terminated until each device has been relocated to a unique and active network port.
• New network port requests can be submitted to PITT telecom via the department administrators. The SHRS IT Support Team must be made aware of new port activation in order to updated our records.

Useful Links

OneDrive for Business: http://Onedrive.com
Web Login to your OneDrive for Business Cloud Storage. You can get access to all your files from any device that has internet access.

• Short and concise Video explaining OneDrive
  ○ https://www.youtube.com/watch?v=YOyAHLN6M-8
• How to recover a deleted file from OneDrive for Business
  ○ https://www.youtube.com/watch?v=_z2vmHz80dI

Skype for Business:

• Information Portal
• Recording or Changing Your Voicemail Greeting
• Restarting Your Skype Phone
• Transferring Calls
• Setup a Skype Meeting

SHRS Links

• SHRS Website: www.shrs.pitt.edu
• Room Reservation System: www.shrs.pitt.edu/WebRRS
• SHRS Support page and Documents: www.shrs.pitt.edu/technology/support