


Policy Group	IT Infrastructure and Services	Policy Number	SUP-ITS-601	 جامعة زايد ZAYED UNIVERSITY
Distribution	External	Version	1.2	
Responsible Office	CAFO	Policy Owner	IT Department	
Date Approved	4 October 2020	Effective Date	4 October 2020	
Date Last Reviewed	4 October 2020	Due Date for Next Review	4 October 2023	

POLICY

Equipment and Software Technical Support

1. Purpose

The purpose of this policy is to establish standards, guidelines and responsibilities for IT equipment and software support at Zayed University.

2. Scope of Application

This policy applies to all ZU students, faculty, and staff, whether full- or part-time, paid or unpaid, temporary or permanent. This policy applies to all information collected, stored or used by or on behalf of any operational unit, department, college or person within the community in connection with university operations.

3. Policy

3.1 The Information Technology Department (ITD) of Zayed University (ZU) provides technology support to all students, faculty and staff at the university.

3.2 The level of support and services are distributed in the following key areas:

- a) **Users:** Users include students, faculty, staff, contractors, and guest users of computer network resources, equipment or connecting resources.
- b) **Resources:** Information Technology (IT) resources include, but are not limited to, all university-owned or -operated hardware, software, computing equipment, systems, networks, programs, personal data assistants, cellular phones, fax, telephone, storage devices, input/output connecting devices via either a physical or wireless connection regardless of the ownership of the device connected to the network, and any electronic device issued by the university. IT resources include all electronic media, voice, video conferencing and video networks, electronic mail, and related mediums such as blogs, wikis, websites, and electronic records stored on servers and systems.
- c) **Equipment Support:** University-owned hardware purchased through or in consultation with ITD will be included in the ZU inventory system and granted the ability to connect to the ZU network. Student-owned equipment is supported through the Bring Your Own Device (BYOD) program. ITD supports all operating systems that function on Intel-based platforms and fully supports Apple/Macintosh models running OS 10.4 or higher.
- d) **Software Support:** ITD provides software support on ZU-owned computers and student equipment configured as BYOD.

4. Related Policies and Laws

SUP-ITS-103 Bring Your Own Device

5. Administration

This policy is administered by the Information Technology Department. Any questions can be directed to the Director of the Information Technology Department.

6. Revision History

Date	Revision
19 February 2023	Administrative change: <ul style="list-style-type: none">• Updated the information header and policy numbers to be in line with the new format.• Updated the policy number from SUP-ITS-12 to SUP-ITS-601
4 October 2020	Non-substantive changes approved by CAFO: <ul style="list-style-type: none">• Updated Related Policies and Laws• Added Distribution as Internal
6 January 2020	Updated the policy number to SUP-ITS-601 from ACA-INF-08.
7 December 2017	Non-substantive changes approved by the Vice-President.
16 June 2015	New policy required by CAA approved by UC.