Policy Group	IT Infrastructure and Services	Policy Number	SUP-ITS-601	
Classification	Public	Version	1.3	
Responsible Office	CAFO	Policy Owner	ITD Director	
Date Approved	22 April 2025	Effective Date	22 April 2025	
Date Last Reviewed	15 November 2024	Due Date for Next Review	22 April 2028	

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**
   2.1 This policy applies to all Zayed University students, faculty, and staff, whether full- or part-time, paid or unpaid, temporary or permanent.
   2.2 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 Zayed University operations.

3. **Definitions**

CAFO	Chief Administration and Finance Officer
IT	Information Technology
ITD	Information Technology Department
POD	Personally Owned Device
University	Zayed University
ZU	Zayed University

4. **Policy**
   4.1 **Technology Support**

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

   4.2 **Support Areas**
      4.2.1 **Users**

      Users include students, faculty, staff, contractors, and guest users of computer network resources, equipment or connecting resources.

      4.2.2 **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.

4.2.3 Equipment Support

a) University-Owned Equipment
ITD provides full support for University-owned equipment purchased through or in consultation with ITD.

b) Personally Owned Devices
Limited support is available for personally owned devices ("**POD**") connecting to the ZU network. Specific details are outlined in the Bring Your Own Device Policy.

4.2.4 Software Support

a) ITD provides support exclusively for ZU-licensed software on University-owned devices. ITD fully supports Intel-based, AMD, and Apple processors, with OS support for Apple/Macintosh models running OS 10.13 or higher, and Windows 10 or higher.

b) Limited assistance is available for installing and configuring ZU-licensed software on PODs, as outlined in the Bring Your Own Device Policy.

c) Support does not extend to software that is not licensed or provided by the University.

4.3 Communication Channels

ITD has enabled communication channels for users to report issues or request support. Specific details are included in the accompanying Procedures.

5. Related Policies and Laws

- SUP-ITS-103 Bring Your Own Device

6. Administration

This policy is administered by the Client Services Unit, ITD.

7. Revision History

Date	Revision	Ver.
22 April 2025	Approved by the CAFO.	1.3
15 November 2024	Non-substantive changes: • Added Definitions (Section 3). • Updated 4.2 for greater clarification. • Added 4.3 to reflect current reality.	
19 February 2023	Administrative change:	

	• 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: • Updated Related Policies and Laws. • Added Distribution as Internal.	1.2
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.	1.1
16 June 2015	New policy required by CAA approved by the University Council.	1.0