Warner College of Natural Resources
Computer Desktop Support Policy
Documentation Date: August 2015

The Natural Resources Computing and Network Services (NRCNS) goal is to provide, support and encourage efficient and safe use of current technology, while maintaining a stable and secure environment to conduct business.

Office hours
Fall and spring semesters: 8:00am - 5:00pm
Summer hours: 7:30am - 4:30pm
Location: Natural Resources, room 206

Contacts
An electronic help system has been set up as a dispatch mechanism that will alert the appropriate members of the technical support staff when problems occur. This system sends email to the staff when requests are submitted and is continually monitored by the staff. New requests will be assigned to an appropriate member of the technical staff within 24 hours. The originator of a request is able to check the status of their 'ticket' using the web interface (see address below). Requests are sent to the help queue via email or the web:

Email: WCNR_IT_Support@mail.colostate.edu

Web: http://warnercnr.colostate.edu/helpdesk

If neither of these are available due to system problems or other reasons, an automated voicemail system can be used which will forward the message directly to the help system. The phone number for this is (970) 491-5037.

Definitions (used below for support and service levels):

Personal Computing Device:
A personal computing device is defined as a device owned by a faculty member, a graduate or undergraduate student that is purchased either through personal income or a research grant and is used by one individual at a time.

Departmental Computing Device:
A computing device not owned by a specific individual, but rather a central group. This includes departmental laptops, general use computers and kiosk computing machines.

Administrative Computing Device:
Computing devices used by departmental administrative staff to conduct day to day business.

Section I: General Computing Policies

Connecting to the NR Network
Attaching devices to the NR network is subject to the advice and consent of the NR Computing and Network Services (NRCNS) managers. Any system causing conflicts or network floods may be disconnected from the network until the behavior is corrected.

Network Services
Because of security risks, services typically associated with server systems (web server, mail server, FTP server) are not allowed without the consent and advice of full-time NRCNS staff. Servers are also subject to CSU security policy requirements.

NOTE: due to high risk and possible exposure to internal network resources, personal computers cannot also function as a server. Servers are also not allowed in an open work environment.

Virus Protection
NRCNS-approved virus protection must be installed, properly maintained and in use on all systems.

Firewall
Due to the imminent and repeating nature of outside threats that face the college's network, NRCNS has implemented a border firewall to combat those threats. By default, all outbound network connections are denied unless initiated by a device inside the NR network. Exceptions to the firewall rules will be dealt with on a case by case basis. Once an exception is determined to be valid, it must then be approved by ACNS per CSU IT security policy.

File Sharing
Due to high risk security concerns, peer-to-peer file sharing is prohibited. To help enforce this, the "Remote Desktop" function is turned off on all computers in the CNRDOM domain.

Section II: Hardware

Network Attached Storage
Network attached storage devices are a common target for malicious network activity and are not allowed on the NR network. Exceptions will be reviewed on a case by case basis. If an exception is determined to be valid, it must then be approved by ACNS per CSU IT security policy.

Printing
Peer-to-peer printer sharing is a high-risk security vulnerability and is therefore prohibited on the NR network. Anyone wishing to use a printer with more than one computer should either purchase a network capable printer or a device to connect an existing printer to the network. NRCNS will provide purchase assistance and recommendations for printers and peripherals.

Wireless
ACNS has created an ever-expanding wireless network across campus. Individual and departmental wireless networks are prohibited in accordance with CSU IT security policy.

Section III: Levels of Support

NR provides two levels of computing support. These levels of support are based on physical components, ownership of the computing device, and type of service required on the device. The two are levels of support are "MINIMUM" and "STANDARD" as defined below.

MINIMUM Support
A MINIMUM support system is defined as any system that does *not* meet the minimum hardware & operating system requirements below **and** is purchased with CSU funds.

Minimal Hardware and Operating System Requirements (operating system should be maintained at most current available level)

Category	Windows	Linux	Apple
Operating System	Windows 7 Pro/Ult, Windows 8.1 Pro/Ent Windows 10 Pro/Ent	RedHat/Fedora (within 18 month's of current release)	OSX 10.7+
CPU	Intel Core2 / AMD X2 Equiv or faster	Intel Core2 / AMD X2 Equiv or faster	Intel Core2 or faster
Memory	2GB	1GB	2GB

Any computing device that meets the above requirements is eligible to receive the following services:
- Switch port (electronics) in communications closet
- Network cable from the switch to the wall jack
- Appropriate network cable from wall jack to end device
- IP address (via DHCP)

Note: Systems that do not satisfy the requirements above that are currently connected to the NR network can continue to use network services. However, should the system lose network connectivity or have other problems, the NRCNS staff will assist with an upgrade recommendation only and will not be responsible for resolving the problem until the minimum requirements are met. No other support, troubleshooting, software installations, etc. is available from NR technical support staff for these systems.
Furthermore, all devices must be in good working order prior to requesting a network connection; NRCNS will not troubleshoot hardware conflicts prior to installing a network interface.

Windows PC's must join the CNRDOM domain to take full advantage of NR network resources.

STANDARD Support

This level of support is defined as any device that meets the minimum hardware and operating system requirements above **and** has been purchased using CSU funds. Categories of support are detailed below.

Standard Support Categories

Category	Windows	Linux	Apple
Email	IMAP/Exchange clients including Thunderbird & Outlook	IMAP/Exchange clients including Thunderbird & Outlook	IMAP/Exchange clients including Thunderbird & Outlook
Printing	Direct or network attached; peer-to-peer printing is prohibited	Direct or network attached; peer-to-peer printing is prohibited	Direct or network attached; peer-to-peer printing is prohibited
Other Software	Current versions of IE, Firefox and Chrome, MS Office 2010+, LibreOffice 4.0+	Current versions of IE, Firefox and Chrome, MS Office 2010+, OpenOffice 4.0+	Current versions of Safari, Firefox and Chrome, iWork 09+, Office 2012+, LibreOffice 4.0+
Administrative Applications	WCNR Intranet Applications	WCNR Intranet Applications	WCNR Intranet Applications

Note: If an otherwise supported computing device becomes inoperable as a result of a granted exception to general policy, the device will qualify for **MINIMUM** support only.

Other Types of Limited Support

- Computing devices located off-campus will be supported under the same model as on-campus systems provided that it is brought on-campus for support and has been purchased with CSU funds. Any system located off-campus **and** not purchased with CSU funds will **not** be supported in any way by the NRCNS staff.
- Computing devices which meet the minimum hardware and operating system requirements which were **not** purchased with CSU funds may qualify for the **minimum** level of support, provided they are located on campus and used to support business, research or educational activities in NR.
- The NRCNS will provide the appropriate network, email and calendar settings for portable devices such as PDAs and smartphones but will not be responsible for resolving conflicts with 3rd party software.
- Computing devices not specifically defined in this policy shall be supported at a **minimum** level of support by default and will be considered for alternate levels of support on a case by case basis by the NRCNS staff.

Section IV: Purchasing and Technical Advice

Purchasing
Questions regarding hardware and software purchases should be referred to full-time NRCNS staff or sent directly to the help queue. The IT staff can help define the requirements to assure both individual and support needs are satisfied. ***It is highly recommended that computer purchases be reviewed by NRCNS staff prior to placing an order.*** Failure to do so could result in satisfying only the minimal support level and/or significantly delaying the time required to resolve problems. To ensure maximum efficiencies for both user and support staff, NRCNS recommends Dell for all PC purchases.

Technical Advice
The NRCNS staff should be consulted prior to purchase of any workgroup, collaboration or network accessible hardware and software. The IT staff will assure new purchases are compatible with the current network infrastructure and provide guidance for installation, configuration, proper security and accessibility.