ITS Support Policy

Baylor University provides a range of support levels through ITS for information technology systems (computer hardware, computer software, communication devices, related infrastructure items, etc.) that fall into the categories below:

**Full Support** - ITS will provide resources to maintain designated information technology systems in working order.

**Limited Support** - ITS will make available limited resources to attempt to maintain designated information technology systems in working order. Limits are detailed in the ITS Guidelines.

**No Support** - ITS will not provide resources nor will ITS make an effort to support non-designated information technology systems.

**Topic Listing:**
- ITS Email Guidelines
- ITS Hardware Guidelines
- Hardware Replacement Schedule
- ITS Software Directory
- ITS SmartPhone/PDA Guidelines

**Related Policies and Legislation:**
- Technology Purchasing Policy
- Technology Systems Usage Policy BU-PP 025

**Contact:** ITS Help Desk

**Sanction:** All sanctions will be defined within the appropriate ITS guidelines.

**Date Updated:** 1/11/2012

**Rationale:** This policy is necessary to provide optimal support resources for all Baylor faculty, staff, and students.