



School of Law Computer Support Policy

I. **Purpose:**

This policy outlines the support provided for law school computers by the School of Law and its information technology staff. As used herein, Law School Computers are computers, including, but not limited to installed software, operating systems and storage media that are the property of the University of South Carolina as a result of the School of Law's purchase, rental, lending or other actions intended to make computers available to persons, groups or organizations. These systems are to be used only for work-related purposes that serve the interests of the School of Law and its students, faculty and staff.

II. **General Support of Primary Office Computers:**

- A. Computers purchased by the University of South Carolina School of Law as the user's primary office computer will be fully supported by the School of Law information technology staff.
- B. Support includes:
 - 1. Software installation
 - 2. Software troubleshooting
 - 3. Hardware setup
 - 4. Hardware troubleshooting
 - 5. Establishing local and remote connectivity to University of South Carolina networks
 - 6. Assistance connecting to other networks while travelling on University business

III. **General Support of Secondary Computers:**

- A. Computers purchased by the University of South Carolina School of Law as a user's secondary computer will be minimally supported by the School of Law information technology staff.
- B. Minimal support of secondary computers will be given a subordinate priority, as it will be provided only as support of law faculty, staff and student primary computers allows.
- C. Minimal support includes:
 - 1. Initial installation of MS Office Suite software
 - 2. Initial installation of virus protection software
 - 3. Establishing local and remote connectivity to University of South Carolina networks

IV. **General Support Exceptions:**

- A. Computers not purchased by the University of South Carolina School of Law will not be supported by the School of Law information technology staff.
- B. Computer models that are not the standard models purchased by the School of Law will not be supported. Standard models for the law school are:
 - 1. Dell Latitude and Optiplex computers. Specifications will be provided upon request.
 - 2. Apple Macbook Pro and iMac computers. Specifications will be provided upon request.
- C. Computer software not approved by the University of South Carolina School of Law will not be supported by the School of Law information technology staff.

V. **Related University Policies:**

- A. [IT 1.06](#) Acceptable Use of Information Technology