Policy & Procedures

- Continuously working to improve the quality of service

- Regularly reviewing and monitoring established performance indicators

The Help Desk provides support to all University faculty, staff, and administrative personnel who require assistance in the following areas, but not limited to:

- Computer Disposal
- Data Network/Infrastructure
- Database Management
- Desktop Hardware/Software
- E-Mail Accounts and Access
- Hardware/Software Installation
- Hardware/Software Inventory
- Information Systems – Application Development and Reporting
- Internet access
- Network Storage

- Printer Setup/Maintenance
- Remote Access (VPN)
- Scanning Services
- Security
- Smart Classrooms
- Technology Consultation
- Technology Replacement and installations
- Telephone/PA System
- Web Development Services

Help Desk services are available during the following hours of operation:

| Monday to Thursday | 8:30 a.m. to 7:00 p.m. |
| Friday | 8:30 a.m. to 5:00 p.m. |

Hours of operation are subject to change. Any modifications to this schedule will be

the local computer's boot process or at any time the computer is running and connected to the University network.

The Help Desk will provide support for standardized, campus-wide hardware and software. The list of approved hardware and software is updated regularly and can be found at the IT website, Documents page at, http://www.njcu.edu/dept/it/documents.html.

- To ensure software license compliance, the IT Help Desk will not install any software without proof of purchase or a copy of a license agreement.

- When purchasing computer hardware, please refer to the current hardware standards document and select from the pre-approved list whenever possible.

- All non-standard hardware and software purchase requests must be accompanied by a letter of justification and must be approved by the Division Steward.

- Limited support for non-standard equipment and software is also available, depending on the availability of technical resources.

- The Help Desk offers consultation and assistance with hardware/software purchases.

The IT Help Desk is responsible for maintaining a current technology inventory, including the software loaded, on all University-owned computers. As a result of this ongoing inventory, you may be requested to provide a copy of a license and/or proof of purchase for software not covered under campus-wide agreements. If a license or receipt cannot be

- Exercise patience by understanding the volume of requests the IT Help Desk receives each day and the rationale for assessing service priorities.

The IT Help Desk will be proactive in seeking feedback through follow-up calls after a service request has been completed and through periodic online surveys. The University community is encouraged to provide feedback regarding the Help Desk services at any time by sending email to helpdesk@njcu.edu.

The IT Help Desk thanks you for the opportunity to be of service.