

## ITS SUPPORT FOR BYOD PROGRAMS-Policy: G61

New: July 22, 2020-ITS

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### POLICY STATEMENT:

Assiniboine Community College is launching a Bring Your Own Device (BYOD) initiative for select programs. The Information and Technology Services (ITS) department recognizes that staff and students require access to college owned software and data from personal devices, both on and off campus; however, ITS also recognizes that because of the variety of hardware, software, and internet connectivity options it is not feasible to provide full support comparable to the level provided for college-owned computing. In order to support Assiniboine Community College students more effectively, the ITS department has implemented the following policy for supporting personal devices that covers all personally owned desktops, laptops, tablets, and mobile devices for students enrolled in programs categorized as Bring Your Own Device (BYOD) programs.

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### PURPOSE:

The policy is meant to clarify and communicate the support available from ITS for personally owned computing devices in use as a requirement of college operations.

### DEFINITIONS:

#### **Personal Devices**

These include desktops, laptops, tablets, and mobile phones owned by students or staff used in college operations or programs.

#### **Bring your own device (BYOD)**

Refers to students or staff who are providing their own computing resources for college operations or programs.

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### POLICY GUIDELINES:

ITS provides the following limited support of personal devices that are used in BYOD programs:

- Wireless network connection troubleshooting on **campus WIFI**
- E-mail access / account login issues
- Remote Desktop Services (RDS) troubleshooting
- Office 365 access and installation
- Assisting with installation of Assiniboine Community College applications

ITS **does not** provide the following levels of support or service for personal devices in BYOD programs:

- Data backup and recovery
- Hardware failure
- Virus/Malware Removal
- Home internet / networking troubleshooting
- System performance issues or system errors

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## REQUIREMENTS FOR SUPPORT:

- ITS does not assume any liability for a user's personally owned computer/device.
- Students must install all software themselves on their own device. ITS can assist with troubleshooting and configuring necessary settings after software is installed and working normally. ITS cannot assume liability for installing software on personally owned computers/devices.
- No troubleshooting can take place if the computer is not operating normally during configuration. If the computer/device is not operating normally and is experiencing hardware or software errors, the user should take the device to a third-party repair centre.
- Priority support is given to college owned computing resources, assistance for personally owned equipment will be provided as time permits.
- There are no guarantees that ITS staff members will have the expertise to provide full support or resolution for problems on personally owned devices.
- Assiniboine Community College has provided minimum technology specifications for home computing and BYOD programs on [assiniboine.net/BYOD](http://assiniboine.net/BYOD), please ensure the device meets or exceeds the required specifications as ITS cannot recommend or assist with performance related problems.
- Due to the diversity, complexity, and quantity of hardware and software configurations, liability risk, and time/resource limitations, ITS is limited in our ability to extend services beyond the assistance mentioned in the policy guidelines above. Routine maintenance and software installs carry some risk and ITS holds no liability or funds to assist with recovery.

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## DATA AND SOFTWARE BACKUP

In the course of performing the limited services on personal devices as described above, it is possible that software, including the operating system, programs, and user data files may be lost. This can result from intended or unintended consequences of the configuration or troubleshooting process. It is the responsibility of the device owner to back up all software and data on the computer to appropriate backup storage **prior** to requesting ITS assistance. It is the responsibility of the device owner to have and provide authentic, individually owned and registered software in the event reinstallation is necessary. Please be advised that ITS or Assiniboine Community College shall not be responsible at any time for any loss, alteration, or corruption of software, data, files, or physical damage to any personal device that occurs while receiving ITS support.

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## POLICY AUTHORITY:

The Manager of Information and Technology Services is responsible for this policy.

Questions regarding interpretation of this policy should be directed to:

Manager, Information and Technology Services  
1430 Victoria Avenue East  
Brandon, MB R7A 2A9  
Ph. (204) 725-8700 x6765  
Email: [manager-its@assiniboine.net](mailto:manager-its@assiniboine.net)

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Date

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President