School of Dentistry Office of Computing and Information Systems
Personal Computer Support Policy

Introduction
The necessity for a personal computer to support the work of the School of Dentistry Faculty, Researchers, Administration, Staff and Students is inescapable. The School does not expect each and every person to be adept at troubleshooting and correcting personal computer problems.

Purpose of Policy
Establish a single, streamlined Computer Support Policy replacing several old, obsolete Policies.

Audience
This Policy is intended for all SoD Employees, Students, Visitors and Temporary Employees requesting OCIS assistance in troubleshooting and/or configuring Personal Computers.

Definitions
Bring Your Own Device (BYOD)¹ - A personally owned computing device that will be used to access the dental school’s information systems, servers and services and that processes and/or stores digital information, including, but not limited to, computers, smartphones and tablet computers.

CCI-PC – a BYOD Personal Computer purchased through the Carolina Computing Initiative (CCI) contract that meets University Information Security or Wireless Devices² Policies and is required for OCIS approved clinical or program purposes.

Personal Computer – a compact computer that uses a microprocessor and is designed for individual use in an office, at home or at school for such applications as word processing, data management, financial analysis or computer games.

Personally Owned Computer – any Personal Computer purchased or owned by Faculty, Staff, Student, Temporary Employee or Contractor and authorized for use to conduct School business.

Policy
Policy Statement
This Policy cancels and supersedes the following:

1. Office of Computing and Information Systems Computers Supported by OCIS
2. Office of Computing and Information Systems Software Supported by OCIS
3. Office of Computing and Information Systems Computer Support for DDS Students

¹ See OCIS Bring Your Own Device (BYOD) Policy
² For purposes of this Policy, wireless devices mean ANSI/IEEE Standard 802.11 compliant devices
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4. Office of Computing and Information Systems Computer Support for Graduate Students in Non-clinical Masters' and PhD Programs
5. Office of Computing and Information Systems Computer Support for Graduate Students in Certificate Clinical Programs

This Policy applies to Personal Computing Devices as defined in Table 1:

<table>
<thead>
<tr>
<th>Purchased Through</th>
<th>School Purchase (Y/N)</th>
<th>BYOD? (Y/N)</th>
<th>OS</th>
<th>Support Level</th>
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<tbody>
<tr>
<td>CCI</td>
<td>Y</td>
<td>N</td>
<td>Windows</td>
<td>Full^4</td>
</tr>
<tr>
<td>CCI</td>
<td>Y</td>
<td>N</td>
<td>MacOS</td>
<td>Full</td>
</tr>
<tr>
<td>CCI</td>
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<td>Y</td>
<td>MacOS</td>
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<tr>
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<td>Windows</td>
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<td></td>
<td></td>
<td></td>
<td>Windows</td>
<td>Limited^6</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Linux</td>
<td>Limited</td>
</tr>
</tbody>
</table>

Table 1 – OCIS provided computer support

Beta versions of any software shall not be installed on any Personal Computer unless authorized by OCIS

No upgrades to non-authorized software are supported.

**OCIS reserves the right to determine the level of effort and support provided on a case by case basis**

Compliance

Compliance Statement
The SoD Office of Computing and Information Systems understands the critical need for Personal Computers used by Faculty, Staff and Students. However, OCIS has limited support resources; so, to avoid confusion, it is incumbent upon all to read and understand this Policy. Failure to do so may result in others not receiving necessary support.

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3 In this context, desktop and laptop computers. Laptop computers must comply with [Minimum Requirements](#).
4 Software support is provided locally through OCIS. Hardware support is provided by the UNC Computer Repair Center (CRC). The CRC is an authorized computer repair center, located on campus. It provides students, faculty and staff with the quickest possible warranty repairs of their CCI-purchased laptops and desktops.
5 If computer required by Clinic program as approved by OCIS it will receive Full Support
6 Limited Windows support is restricted to software only.
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Roles and Responsibilities

1. Individuals are responsible for requesting and/or reporting problems with School owned Personal Computers.
2. Individuals who did not purchase a computer from CCI must contact the manufacturer or vendor for hardware support.
3. OCIS is responsible for providing technical support and administering this Policy.

OCIS reserves the right to examine all school-owned computers for compliance with University and School Data Governance and Sensitive Information Policies.

4. Individuals who physically bring a BYOD computer to the OCIS office and requests support give tacit approval for OCIS technicians to examine the computer’s content for compliance to University and School Policies.

Standards to comply with policy

1. UNC-CH Carolina Computing Initiative Minimum Laptop Requirement

Related Data

Appendices

Regulations

Statutes

Policies

1. UNC-CH School of Dentistry OCIS Service Policy
2. Office of Computing and Information Systems OCIS Bring Your Own Device (BYOD) Support Policy
3. UNC-CH School of Dentistry Mobile Device Support Policy
4. UNC-CH School of Dentistry Application Inventory, Support and Registration Policy
5. UNC-CH School of Dentistry Encryption Policy

Contacts

Questions
David B. Rankin, IT Director SoD, Security Liaison SoD 919-537-3485

Violations
David B. Rankin, IT Director SoD, Security Liaison SoD 919-537-3485

Consulting
OCIS Staff, 919-537-3485
UNC Help Desk, 919-962-4357
# Personal Computer Support Policy

UNC Information Security Office, 919-445-9393

## History

<table>
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<tr>
<th>Version</th>
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<th>Author</th>
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## Next Review Date

### Authorization

**Authorization**

David B. Rankin, Director Office of Computing and Information Services, UNC School of Dentistry

Signature _________________________________

Date _________________________________

Next Review Date