

Faculty & Staff

Equipment Checkout

User Agreement Form

Contents

Contents	2
<i>Terms</i>	3
1. Customers.....	3
2. Clusters.....	3
3. Help Desk.....	3
4. Management:.....	3
5. Equipment:.....	3
<i>Customer Expectations</i>	3
<i>Policies and Penalties</i>	4
1) Student Laptop Rules (short-term ONLY).....	4
2) Faculty/Staff Laptop Rules (long-term and temporary replacements).....	4
3) Student Laptop Policy Violations.....	4
4) Faculty/Staff Laptop Policy Violations.....	4
<i>Cluster Expectations</i>	5
<i>Help Desk</i>	5
Appendix A: Deep Freeze Notification	6

OIT Help Desk

Overview

The OIT Help Desk makes certain faculty/staff-specific equipment available to current staff, and faculty members. Equipment availability is dependent on the number of currently in use equipment and on returns of equipment being made in a timely fashion. The OIT Help Desk has set down policies that govern the checking out of equipment and outline the consequences of violating these policies. The following policies must be read and agreed to before any equipment is to be checked out.

Terms

1. Customers

All current faculty or staff members with the Carlson School of Management; as outlined in the University of Minnesota policy.

2. Clusters

Cluster technician for the Carlson School of Management.

3. Help Desk

The OIT Help Desk for the Carlson School of Management.

4. Management:

Garreth McMaster

Help Desk Manager

Lab Manager

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(612)626-7877

Dave Wallraff

Help Desk Manager

Student Worker Supervisor

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(612)626-7877

5. Equipment:

Any and/or all equipment available for checkout from the Help Desk. Including, but not limited to:

- i. Faculty/Staff-specific laptops (long-term, and temporary replacements)
- ii. Student laptops (short-term **ONLY**)
- iii. Projectors
- iv. Hard-drive-based camcorders
- v. Speaker phone
- vi. Computer Accessories

Customer Expectations

- Every year the Customer **must** read and sign a Faculty/Staff Equipment Agreement Form **before** checking out any equipment.
- The Customer will retain possession of, and is responsible for, the equipment from the time of initial check out, until the equipment is returned to the Help Desk. If equipment is lost/stolen/damaged, a \$500 insurance deductible will be charged to the respective department of the Customer.
- If the Customer comes to, or contacts, the Help Desk directly, the Customer will be given a laptop from the student pool which will be subject to the Student Laptop Rules below.

OIT Help Desk

- For long-term laptop checkouts, all arrangements must be made through the Customer's Cluster tech support. The Cluster tech will checkout out a laptop for the Customer, who will abide by the Faculty/Staff Laptop Rules below.
- The Customer will understand and abide by penalties for policy violations, as listed below.

Policies and Penalties

1) Student Laptop Rules (short-term ONLY)

- a. Student laptops are to be checked out for **4 hours only**. No exceptions will be made.
- b. Student laptops are to remain within the Carlson School of Management premises.
- c. Student laptops utilize Deep Freeze for security and reliability reasons. If proper file saving procedures are not followed this can result in loss of data (see Appendix A: Deep Freeze Notification). Neither the Help Desk, nor Carlson School of Management is responsible for lost data.
- d. The Customer understands that the Student laptops are nominally for students, and are made available on a first-come, first-serve basis. If this pool is depleted, the Customer may not be able to receive a laptop.
- e. If the return time falls outside the Help Desk operational hours (see www.carlsonschool.umn.edu/helpdesk for hours), it is the responsibility of the customer to ensure that the equipment is back before the Help Desk closes, or the equipment **WILL** be considered late.

2) Faculty/Staff Laptop Rules (long-term and temporary replacements)

- a. Faculty/Staff laptops are for checkouts **OVER** 4 hours.
- b. Faculty/Staff laptops may be checked out for up to 2 weeks. Any longer arrangements will be made on a case-by-case basis.
- c. Faculty/Staff laptops will **ONLY** be checked out by a Cluster tech, on behalf of one of their customers.
- d. The Customer understands that Faculty/Staff laptops are made available on first-come, first-serve basis. If this pool is depleted, the Customer may not be able to receive a laptop.

3) Student Laptop Policy Violations

- a. For equipment up to 2 hours late, the Customer may not check out equipment for 7 days.
- b. For equipment over 2 hours late, the Customer may not check out student laptops for the rest of the semester.
- c. For excessively late equipment, or for routinely returning equipment late, as determined by Help Desk staff, the Customer will lose the ability to check out equipment for the remaining semester or year. The Customer's department will also be informed of the infraction.
- d. If, at any time, it is determined by Help Desk management that excessive policy violations have occurred, an administrative hold may be placed on the Customer's ability to check out equipment, and the Customer's department will be informed of the infraction.
- e. Additionally, the Help Desk reserves the right to refuse to check out equipment to the Customer for any reason.

4) Faculty/Staff Laptop Policy Violations

- a. For equipment that is late, and without 24 hours prior notice to the Help Desk, the Customer will be unable to acquire equipment for 1 month, excepting mitigating circumstances as deemed by Help Desk management. The Customer's department will also be informed of the infraction.
- b. With 24 hours prior notification, an extra 24 hours will be given without any penalties applied, conditional upon laptop availability.
- c. If, at any time, it is determined by Help Desk management that excessive policy violations have occurred, an administrative hold may be placed on the Customer's ability to check out equipment, and the Customer's department will be informed of the infraction.

OIT Help Desk

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- d. Additionally, the Help Desk reserves the right to refuse to check out equipment to the Customer for any reason.

Cluster Expectations

- Clusters will communicate with the Help Desk on behalf of their Customers to make arrangements for Faculty/Staff laptop check outs.
- Clusters will communicate to the Help Desk of any planned maintenance for their Customers so that the Help Desk will be able to help accommodate their needs.
- Clusters will assist the Help Desk to re-acquire any overdue laptops from Customers in their departments.

Help Desk

- The Help Desk will provide a pool of viable laptops (both **Faculty/Staff-specific** and **Student** laptops) for use of the Customers.
- The Help Desk will strive to maintain the availability of laptops for checkout.
- The Help Desk will maintain a clean and up-to-date image to be used on all laptops.

Appendix A: Deep Freeze Notification

Deep Freeze is a program that prevents any changes made to the machine while operating it from remaining after shutdown. This includes but is not limited to saving files, installing applications and modifying the settings of Windows XP and/or those of an already installed application. The **ONLY** exception to this is the **Thawspace**, which is listed in *My Computer* as the **Z** drive. Files saved to the Thawspace will be retained when the machine is shut down. Therefore, any important document should be **immediately** saved to the *Thawspace (Z drive)* in case the machine freezes or otherwise unexpectedly requires restarting. **If you have not saved a document to the Thawspace (Z drive), the auto-save feature of Word and similar programs will not allow you to recover your file if the machine has been shut down.** Additionally, any document to which you do not wish others to have access should be deleted from the *Thawspace (Z drive)* before returning the machine to the Help Desk.

Questions and comments should be directed to Help Desk Management at csomhelp@umn.edu.