

## ***Operations Policy***

### ***Support While Traveling***

- Date:** May 10, 2007
- Purpose:** The Purpose of this policy is to establish the support level provided by the Information Systems Group to faculty and staff that are traveling away from Otis College of Art and Design.
- Scope:** This policy covers all faculty and staff of Otis College of Art and Design while traveling away from the College on official business using college owned equipment.
- Discussion:** Faculty and staff while traveling away from Otis College on official business may experience problems connecting to the College's network. This would include VPN connections and web mail. The Information Systems Help Desk can be contacted to provide telephone support to resolve connectivity issues. When contacting the helpdesk be sure to let them know that you are on college business and are using college owned equipment.
- Details:** The Information's Systems Help Desk will provide telephone support to those faculty and staff members that are having trouble connecting to Otis College's network systems while away from The College on official business. This support will be limited to the following:
1. Help user establish a connection to the local service.
  2. Help configuring network connection on member's College owned equipment.
  3. Verifies that systems at Otis College are working properly.
- Support will not be provided for the following:
1. Non – College owned equipment.
  2. Configuration of ISP Service at the users end.
- Revisions:** 5/10/2007 - Created