

University of Wisconsin School of Medicine and Public Health,
Department of Family Medicine
Computer Device, Support and Standards Policy

1.0 Name of policy

Department of Family Medicine Computer Device, Support and Standards Policy

2.0 Definition of Purpose

This policy defines the standard requirements for workstations/laptops authorized to connect to DFM/UWMF networks.

3.0 Scope

This policy applies to all DFM employees, volunteers and guests who utilize DFM resources, connect to DFM network services or access DFM devices.

4.0 Policy Statement

4.1 Personal Desktops/Laptops/Printers

- a. Any computer/laptop/printer or device, not purchased by the DFM/UWMF is considered a personally owned device.
- b. A personally owned computer/laptop/printer cannot be connected to or access the DFM/UWMF wired or wireless networks for reasons of data integrity, network security and HIPAA compliance.
- c. A personally owned laptop can be connected to an authorized DFM public wireless network. This network is designated as UWMF_Public.
- d. DFM/UWMF ITS staff will not provide support or troubleshooting services for personal devices.

4.2 DFM Desktop/Laptop/Printers

- a. Any device purchased with UWMF, UW Health or DFM grant funds is considered a DFM device for the purpose of this document.
 1. Asset ownership will be coordinated with appropriate cost centers.
- b. Devices connected to a wired or wireless DFM/UWMF/UW Health network must meet ALL of the following criteria:
 1. Purchased with DFM funds, UWMF, UW Health funds, and/or grant funds.
 2. Meet pre-approved technical standard specifications as designated by DFM ITS staff.
 3. Configured, inventoried and supported by DFM ITS staff.
- c. DFM will have control of all DFM devices and will, at the department's discretion perform the following functions:
 1. Configure and install devices
 2. Remove devices
 3. Update/manage/maintain devices
 4. Alter device functionally, install new software, upgrade hardware components
 5. Coordinate with the user to avoid work interruptions and outage situations as necessary.

6. DFM will not back up any personal information when rebuilding or transitioning a device. Personal data/information is the sole responsibility of the user.

4.3 Standard PC Device configuration

- a. The DFM ITS staff maintains a standard set of configurations for all computing devices.
- b. Each employee, except as designated by DFM HR or individual department directors, will receive a single device; either a Laptop or Desktop computer.
 1. DFM ITS staff will coordinate with new hires to deploy the appropriate device to the employee.
 2. DFM ITS staff will coordinate with current employees regarding replacement of devices as necessary.
- c. The DFM has standardized PC (windows) based computers for its device environment. Currently, the DFM deploys Dell desktop and laptop computers.
- d. A standard Desktop workstation will include the following:
 1. Dell computer, Monitor, Keyboard, Mouse
 2. Additional peripherals will be considered on an individual basis for need and system compatibility.
- e. A standard Laptop workstation will include the following:
 1. Dell laptop computer, external monitor, keyboard, mouse, docking station
 2. An additional docking station will be provided to the employee if they spend more than 40% of their time working in a secondary DFM location.
 3. Additional peripherals will be considered on an individual basis for need and system compatibility.

4.4 Standard Apple (Macintosh) Device configuration

- a. The DFM offers Apple computers as an alternative computing device, on a limited basis, to DFM personnel with previous experience with Apple computers and the Apple Operating System (OS) environment.
 1. The DFM offers Apple MacBook Pro (13" and 15") Laptop computers as an alternative computing platform.
 2. The DFM does not offer Apple Desktop computers.
 3. Apple computers are only offered as replacement computers and to new positions where a computing device might not have existed.
 - I. Employees may request an Apple computer for their next replacement device. For budget reasons, the DFM will not provide Apple computers before the end-of-life date of the employee's current device.
 4. There are certain areas, where, because of technology limitations and UWMF system requirements, Apple devices are not offered. Please contact the DFM ITS Director to determine which areas are excluded.
 - I. Note: UWMF devices are not eligible to be replaced with an Apple computer.
 5. DFM ITS staff support for Apple Devices and access to a wide variety of DFM/UWMF systems and resources is limited. Employees receiving an Apple computer will be required to sign a DFM Apple Device End User Agreement. This document outlines the responsibilities of the employee in regards to Apple computers. Please see the DFM website for a copy of this document.
- b. A standard Apple Laptop workstation will include the following:
 1. Apple laptop computer, external monitor, keyboard and mouse.
 - I. Docking stations are NOT available for Apple Laptops.
 2. Additional peripherals will be considered on an individual basis for need and system compatibility.
- c. To request an Apple computer, employees should contact their supervisor to initiate the request. The supervisor should then contact the DFM ITS director via email (See 4.5.b) to make the request.

4.5 Non-Standard Desktop/Laptop Configurations

- a. Non-standard desktop/laptop operating systems are not supported.
- b. Exceptions, with limitations, and support restrictions may be granted. Requests for non-standard configurations and operating systems should be made, in writing, to the ITS Director. The request must include the following:
 1. Justification/work-related need for the non-standard device.
 2. Proposal for support for the device.
 3. Proposal for security/anti-virus measures
- c. Non-standard desktop/laptop computers will not be connected to DFM/UWMF networks for security and data integrity reasons.

4.6 Acceptable usage

- a. DFM-owned computers and laptops are to be used for DFM/UW/UWMF-related work functions only. Personal use is not permitted.
 1. Personal use is defined as any use of the device without a specific, work-related function or purpose.
- b. Devices may not be given to family members, partners, children or spouses for use. DFM-owned devices are solely for the use of the employee.
- c. Repeated violation of this section of the policy, or a violation resulting in HIPAA violations may result in disciplinary action against the employee. This may include, but is not limited to, official reprimand placed in employee's permanent file, loss of computing privileges, and termination of employment.
- d. Any questions about acceptable use should be directed to the employee's direct supervisor.

4.7 Support Services

- a. DFM and UWMF support staff and Help Desk will provide support for all PC-based devices.
- b. To obtain service, please contact UWMF Help Desk or view the DFM Website and click on the Information Services Department link.
- c. UWMF Help Desk provides no support services for Apple devices.
- d. DoIT provides software and hardware support for Apple devices and in limited areas. For details on Apple software/system support, please view the DFM Website and click on the Information Services Department link.
- e. To obtain hardware support for Apple Devices, the employee is responsible for contacting DoIT directly.
 1. DFM will purchase Apple Care protection plans for all Apple Devices. This will entitle the employee to receive direct, no-cost support from UW DoIT technical support services.
 2. For information on contacting DoIT, please see their website at:
<http://www.doit.wisc.edu/>
- f. DFM/UWMF support services and Help Desk staff will not support personal devices, computers, printers, and network devices.

5.0 Effective Date:

This policy was approved on 12/15/2010.

6.0 Policy Review:

This policy will be reviewed on an annual basis by ITS staff and DFM Administrative Leadership.