Academic Computer Support and Purchase Policy for CVM Users
Created and modified 2016

All ISU employees are required to adhere to the ISU Computer Use Policies including the Code of Computer Ethics and Acceptable Use

Scope of Support
- Veterinary Pathology (VPTH)
- Biomedical Sciences (BMS)
- Veterinary Clinical Sciences (VCS)
- Veterinary Microbiology and Preventive Medicine (VMPM)
- Lloyd Veterinary Medical Center (VMC)
- Veterinary Medical Research Institute (VMRI)
- Center for Food Security and Public Health (CFSPH)

Supported Systems
- Traditional Computer Devices (Laptops & Desktops)
    - Dell
    - Apple
    - Lenovo
    - Fujitsu
- Non "Computer" Devices
    - Mobile Phones (e-mail set up, net reg)
    - iPhone or Android (e-mail set up, net reg)
    - iPods/iPads/books readers (e-mail set up, net reg)
- Personal computers, computers used in business, or at home computers and devices are **NOT** supported

Software
- Windows: XP and Windows 7, 8, 10
- Mac OS: 10.5, 10.6, and 10.7 and 2011
- Microsoft Office 2007 and 2010, 2013 Windows
- CVM wide licensed software (examples: Bacus, Cumulus, Turning Point, Respondus)
- Current versions of the following:
    - Adobe Acrobat Pro
    - Adobe Flash Player
    - Oracle Java
    - Mozilla Firefox
    - Google Chrome
    - Microsoft Internet Explorer
    - Mac Safari
    - Other software used for teaching and research

Computer Policies, Procedures, and Purchasing Information

[Acceptable Use of Information Technology Resources](#)

[Backing Up Computer](#)

Storage Options
- [CyBox](#): FERPA and Encrypted. Preferred cloud non-device storage option
- T Drive: Data is backed up on a nightly basis and these backups are for 30 days. The Academic Computing Unit manages the quota space on the T drive. The Academic IT Unit does not enforce any quota for T drive use, but has complete discretionary decision on size and mist and may limit your space based on need.

[Equipment Reassignment or Disposal](#)

Length of time of support
- Determined by warranty and ability to support system

[Personal Use and Misuse of University Property](#)

[Purchasing Equipment](#)

[Repair Requests](#)

Retired Personnel
- First consult with the department for any IT support. The CVM directory and/or home department should state status of the faculty or staff member. Retired emeritus faculty are supported by their home department for all clerical needs and monetary support dependent on the policies of the department

[University E-mail](#)
- E-mail that has been deleted will be retrievable for 30 days from date of deletion.