CCS Administrative Procedure
7.30.05-C IT Support for Privately-Owned Equipment

Implementing Board Policy 7.30.05
Contact: Director of Information Systems, 533-8018

1.0 Purpose

To provide guidance for CCS faculty and staff regarding the level of support they can expect from IT staff to advise, configure and maintain privately-owned devices such as cell phones, smart phones, laptops and desktop computers. This procedure provides guidance to IT staff to ensure a consistent approach throughout CCS.

2.0 Limitations and Requirements

2.1 The guiding principle for this procedure is RCW 42.52.160(1) which states: "No state officer or state employee may employ or use any person, money, or property under the officer's or employee's official control or direction, or in his or her official custody, for the private benefit or gain of the officer, employee, or another."

2.2 This procedure ensures that CCS technology resources and infrastructure are protected against unauthorized access and that users follow the CCS acceptable use policy and supporting procedures.

2.3 CCS permits employees to use privately-owned equipment (computers, laptops, PDAs or mobile communications devices) for work related activities.

2.4 IT Services is not responsible for supporting privately-owned equipment, home or external networks, or systems/equipment used in facilities that are not owned or operated by CCS. As such, employees should be somewhat self-sufficient in their use of such equipment.

3.0 IT Support Guidelines

3.1 Employees can expect only limited service and assistance covering the operation and set-up of privately-owned devices. These services may include, but are not limited to, providing college specific configuration information, parameters and logon instructions for on-campus networks, remote access services (VPN, Outlook Web Access, etc) desktop and Outlook synchronization, and other network services provided by CCS.

3.1.1 Employees seeking assistance or service for the operation of a privately-owned device should contact their campus help desk. The IT Manager will assess the department's ability to respond and will provide assistance and support as departmental resources permit. The help desk technician and/or the IT Manager will use his/her discretion in establishing the level of service provided.

3.2 Devices that use Exchange ActiveSync software are preferred and may be synchronized with college Microsoft Exchange Servers.

3.3 Contact your college IT Help Desk for connectivity information for other smartphone technology and interfaces (e.g. Blackberry, iPhone, Windows Mobile, etc.). Upon request, IT Services will provide information and recommendations on devices known to be compatible with CCS systems and networks and those that function successfully in the CCS network environment. Such recommendations do not imply an assurance of serviceability, or a promise to support such privately-owned items.

4.0 Liability and User Responsibility

4.1 Without limitation or exception, CCS and IT Services are not responsible for any claims for damages caused by or resulting from any services performed at the request of the employee on their privately-owned equipment.

4.2 Disclosure of records: use of personal equipment for state business purposes may require the employee to disclose records and other state business information which is contained on personal devices such as cell phones and computers. For example, email records related to state business which are contained on personal devices are subject to public disclosure and discovery requests.

4.3 Employees are required to review the CCS Acceptable Use policy and administrative procedure to ensure that he/she understands the requirements and limitations of accessing and protecting state-wide resources.

5.0 Related Information

5.1 Administrative Procedure 7.30.05-A – Acceptable Use of Information Technology Resources

5.2 RCW 42.52.160 – Use of persons, money or property for private gain.

5.3 Contact information for CCS IT Support Departments

- SCC Help Desk: 533-8899
- SFCC Help Desk: 533-4357
- IEL Help Desk: 279-6010
- District Office Help Desk: 533-8013

Originated: August 2009
Cabinet approval: August 17, 2009