

Policy #:	Title:	Effective Date:
STU-002	Student Technical Support Service Level Agreement	06/01/2008

Policy Description— UF Students can expect the following services from the Information Technology Service Department:

1. Free wired and wireless network setup for all computers conforming to the minimum computer standards cited on the UF Website. Please note— VPN software for the current Windows operating system is provided for free, students may have one license of the Macintosh VPN client.
2. Free anti-virus and anti-spyware software and associated installation services.
3. Basic troubleshooting services limited to those operating systems, browsers, anti-virus software and MS Office products supported by the University (during normal business hours on Monday through Friday from 8 a.m. to 5:00 p.m.) *

*TSS will supply a list of area computer repair shops.

Definitions—

TSS—Technology Support Services

Microsoft Campus Agreement— Agreement, signed annually with Microsoft, allowing the University to sell select Microsoft software.

Rationale for Policy— Clear support expectations need to be established so students aren't confused about services that are provided for free.

Responsible Department/Person—Technology Support Services

Reference/Related Information— Minimum computer standards cited on the UF website

Who should be notified about this policy—Students

Issue Date: 06/01/2008

Modification History- 5/24/2011