Policy Title	Original Adoption Date	Policy Number
Support of Personally Owned Digital Devices	12/08/2014	IT-694
Responsible College Division/Department	**Responsible College Manager Title**	
Information Technology Services	Director of Information Technology	

Policy Statement

LTC Information Technology Services (ITS) will provide a basic level of support for visitor, staff, faculty, and student personally owned digital devices. These devices include, but are not limited to:

- Desktop computers
- Laptop computers
- Tablet computers (including Apple iPad)
- Smartphones

To access the LTC public wireless internet network, personally owned devices must have anti-virus software installed and maintain current virus definitions (where applicable). Failure to do so may result in a denial of access to the network.

On these personally owned devices, ITS will provide support for:

- Connecting to the LTC public wireless internet network
- Accessing Google Apps for email/calendar

This basic level of technical support for personally owned devices only applies to devices brought onto an LTC campus; no support is provided for personally owned devices not on an LTC campus (i.e. at home, place of employment or other public location).

Support will not be provided for issues involving software, operating systems, or applications installed on personally owned devices.

Reason for Policy

LTC ITS provides technical support for all of the College's technology resources and has limited resources to troubleshoot devices not owned by the college. Further, the extensive variety of device models, operating systems and system platforms make troubleshooting complex and time consuming. To ensure ITS is providing the best possible customer technical service, limits to support coverage must be clearly defined.

Historical Data, Cross References and Legal Review

Reviewed/Revised: 12/08/14
Legal Counsel Review and Approval: N/A
Board Policy:

Definitions