DIN: 5110-1-01
Title of Policy Information Technology Services Assistance to Learners

Policy
Information Technology Services wants learners to understand the importance of security in a network environment. The Help Desk will provide information on security issues and steps that learners must take to be prepared to recover a laptop to normal working order in the event of system failure due to virus and spyware related attacks. The Help Desk will provide support for accessing college-related software and network services, but cannot provide support or service for non-academic or personally licensed software or for hardware.

Purpose
• Maximize the help desk personnel time and provide anticipated support for computing as needed by enrolled learners.
• Ensure learners are involved in the security and maintenance of personally owned laptop/notebook computers.
• Protect the College from liability as well as the warranty status of Learner owned laptop/notebook computers.

Responsibility
The table below describes responsibilities for this policy:

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<th>Group/Individual</th>
<th>Responsibility</th>
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| Help Desk        | • Conduct laptop security training  
                  | • Spend up to 30 minutes on each learner laptop |
| Learners         | • Understand basic security methods  
                  | • Understand laptop restoration methods  
                  | • Obtain support/service for hardware and personally licensed software from a third party |

Supporting References
Listed below are college document(s) that support this policy:

Compliance References:
Listed below are references to compliance requirements (e.g. MnSCU policy, federal regulations).