

## **POLICY- FACULTY TECHNOLOGY SUPPORT**

The John Marshall Law School (JMLS) faculty technology support policy establishes a guideline for providing information technology hardware, software, and support resources that enable faculty to achieve their mission in teaching, scholarship, and service to the legal profession and community on behalf of the Law School.

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### **HARDWARE & SOFTWARE**

The Law School will provide all full-time faculty a choice of one of two office computer packages, both of which are provided by the Law School and fall under the school's three year computer replacement cycle:

- A laptop computer, docking station(s), 19" flat screen LCD monitor, keyboard, and mouse

OR

- A desktop computer, 19" flat screen LCD monitor, keyboard, and mouse.

Faculty members are encouraged to select the laptop package as their office computer for the following reasons: 1) laptops are more versatile and can be used in the office, at home, while traveling, and in the classroom, 2) the Law School smart classrooms may or may not be equipped with a computer and faculty members may find it easier to use their own laptop with which they are familiar, 3) laptop computers provided by the Law School are fully supported by The John Marshall Law School Information Technology Services (ITS) department.

The JMLS ITS department will provide full support for all Law School issued computer hardware and software AND remote methods for accessing required JMLS resources, applications, and data. Support services will be provided 'on' campus (i.e. faculty offices or work spaces, classrooms, ITS department offices), via telephone, or other messaging (Internet, text, etc.) capability. In addition, the JMLS ITS department can facilitate personal computing, peripheral, and software support through a 3<sup>rd</sup> party servicer which may be completed under warranty or at a discounted cost to the faculty member.

The Law School recognizes that special circumstances may exist that will require personal computer support for compelling reasons related to Law School business. In these instances, a special request should be made to the Associate Dean for Academic Affairs, Ralph Ruebner. Unless otherwise spelled out by this policy, support for faculty personal computers, software, and peripherals is generally not provided by the ITS department.

The Law School ITS department will work with faculty members to ensure that they have the appropriate hardware and software configuration. Modifications to the standard hardware and software configurations must be approved by JMLS ITS CTO, Jim Velco and Associate Dean for Academic Affairs, Ralph Ruebner. Any and all additional costs over and above the standard configuration will be charged back to the faculty member's allowance or appropriate administrative department.

The hardware and software issued by the Law School is the property of The John Marshall Law School. Faculty members who leave the Law School, whether voluntarily or involuntarily, must return all hardware and software to the Law School prior to leaving.

See **ATTACHMENT** for current hardware and software standards.

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## PRINTERS AND PERIPHERALS

Faculty are provided access to standardized printers, copiers, and scanners [multi-function devices] for both network and local printing, copying, and scanning.

High-speed, multi-function printers are appropriately located on each floor for network printing, copying, and scanning. By default, the faculty member's office computer will be connected to the network printer located closest to his or her office. Faculty ID cards are required for accessing copying and scanning functions. In addition, Faculty can send print jobs to any networked printer located in the Law School using the 'Find & Print' function.

As required, laser printers are provided for local (directly connected to your computer) printing. Local printers are covered under a 3<sup>rd</sup> party maintenance agreement which covers consumables and repair.

The ITS department will arrange for all support and training for local and network attached printers and multi-function devices.

See **ATTACHMENT** for current printer and peripheral standards.

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## REMOTE ACCESS

The Law School provides a secure, industry standard method for accessing files and folders remotely to all full-time faculty. Remote access can be defined as connecting to Law School electronic resources, applications, and data via a computer desktop, laptop, smart mobile phone, or other Internet aware device from a remote (off campus) location (i.e. home, coffee shop, airport or hotel, another institution, etc.). Remote access is granted provided:

- The connected device contains antivirus software that is regularly updated.
- Security updates and patches for operating systems, web browsers, and standard JMLS software are applied in a timely manner.
- All reasonable efforts are made to protect Law School data, keeping it on internal secured servers and devices wherever possible.

In addition to accessing files and folders remotely, faculty members will be provided secure web access to applications and databases for the purposes of research, collaboration, and required JMLS business. Access to these resources will be provided through secured (https://) web sites and will require your JMLS username and password.

The JMLS ITS department will provide support and training for remote access to required JMLS resources.

See **ATTACHMENT** for current Remote Access standards.

Please refer to the Law School's current policies on Security and Privacy at:  
<http://www.jmls.edu/intranet/its/policy.shtml#Policy8>.

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## ITS SUPPORT

For support of all JMLS issued hardware, peripherals, and software please contact the JMLS ITS Helpdesk:

ITS Helpdesk

315 S. Plymouth Room 217

Chicago, IL 60604

Phone: 312-427-2737 x550

Email: [helpdesk@jmls.edu](mailto:helpdesk@jmls.edu)

Web: <http://www.jmls.edu/intranet/its/contact.shtml>

### Hours of Operation\*:

Monday	8:00 AM – 7:00 PM
Tuesday	8:00 AM – 7:00 PM
Wednesday	8:00 AM – 7:00 PM
Thursday	9:00 AM – 5:00 PM
Friday	9:00 AM – 5:00 PM
Saturday	9:00 AM – 3:30 PM
Sunday	9:00 AM – 3:30 PM

\*Help Desk hours of operation are subject to change.

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## RESERVATION OF RIGHTS

This faculty technology support policy was established to provide a working guideline for providing appropriate hardware, software, and services to all full-time faculty at the Law School. All hardware, software, peripherals, and other technologies itemized in the ATTACHMENT are based on then current standards and are subject to change without notice. The John Marshall Law School reserves the right at any time to modify, change, delete, abolish, or establish new technology policies for the support of faculty.