



POLICY & PROCEDURE DOCUMENT

NUMBER: 5.5063
UNIT: Information Technology Services
TITLE: IT Support of Departmental Systems (Hardware/Software)
DATE: April 15, 2013
REVISED: September 15, 2016; November 3, 2014; July 1, 2016; April 20, 2023
AUTHORIZED: AVP for Information Technology Services

I. Purpose and Scope

The purpose of this policy is to explain the ITS Unit's level of support regarding departmental specific systems (hardware and software) deployed for either academic or administrative purposes for reasons determined by the department or college. These systems may be physically housed and maintained by the department, hosted by the ITS Unit in a WKU Data Center, or remotely hosted by a 3rd party.

II. Policy

The ITS Unit discourages departments from acquiring, deploying, or managing their own server or workstation hardware. This is especially true if such systems are multi-user, process or store sensitive or confidential data, and if disaster recovery is important. ITS takes no responsibility for the security, data integrity, functionality, or disaster recovery of systems deployed outside the WKU Data Centers, regardless of whether ITS staff has provided any level of assistance in setting up such systems.

WKU's ITS Unit provides a cost-recovery-based hosting service for both academic and administrative units in need of compute and/or storage resources. ITS provides systems administration, backup, and disaster recovery as part of this service and encourages departments to use the ITS Unit hosting service instead of operating servers independently. Departments using remotely-hosted vendor systems should ensure a maintenance agreement is in place with such vendors. In the case of remotely-hosted vendor systems, WKU's ITS Unit has no role or support obligation.

III. Procedure

IV. Related Policies

V. Reason for Revision

07-01-2016 - Revised to make minor changes to grammar, spelling, and diction as part of an annual review process.
04-20-23 – Revised with no changes per WKU Policy 0.0004