UNIVERSITY OF
South Carolina

College of Pharmacy

Policy Number	Policy/Procedure Name	Approval Date	Owner
COP-IT 1.0	COP IT Daily Operating Procedures	11 Nov 2024	Christian Price

Annual review

This plan must be reviewed annually by the Director of Information Technology and Operations or their representative on or before July 31st of each year during the document's term. This review must include updating statistics, verifying contact information, and revising standards to include newly technology and security measures. It is also recommended that all members of the College of Pharmacy IT committee review this plan yearly and submit any revisions to the Information Technology and Operations before the annual review deadline.

Scope

The COP Daily Operations Policy outlines the procedures and guidelines for the daily management and use of technology within the College of Pharmacy at the University of South Carolina. This policy applies to all faculty, staff, and students who utilize the college's technological resources, including but not limited to computers, network systems, and classroom technology.

Policy Statement

The College of Pharmacy at the University of South Carolina is committed to ensuring the efficient, secure, and equitable use of technological resources by all faculty, staff, and students. This COP Daily Operations Policy establishes clear guidelines and procedures for the management and use of technology within the college. It encompasses the borrowing of technology, computer and network security, classroom lecture capture, and computer equipment purchase. By adhering to this policy, the College of Pharmacy aims to enhance digital learning and teaching, ensure security and compliance, support academic continuity, and streamline technology procurement. All members of the college community are expected to comply with this policy to maintain a productive, secure, and supportive environment.

Purpose

The purpose of the COP Daily Operations Policy is to establish clear and comprehensive guidelines for the management and use of technology within the College of Pharmacy at the University of South Carolina. This policy aims to ensure the efficient, secure, and equitable use of technological resources by all faculty, staff, and students. By outlining procedures for technology borrowing, computer and network security, lecture capture, and equipment purchase, the policy seeks to:

1. **Enhance Digital Learning and Teaching**: Provide students and instructors with the necessary technological tools and support to facilitate effective e-testing, quizzes, and classroom activities.
2. **Ensure Security and Compliance**: Maintain robust security protocols for all computing devices connected to the college's network, ensuring compliance with university standards and protecting sensitive information.

3. **Support Academic Continuity**: Enable the recording and storage of lectures to support continuous learning, even in cases of inclement weather or other disruptions.
4. **Streamline Technology Procurement**: Establish a standardized process for reviewing and approving computer equipment purchases, ensuring compatibility and optimal use of resources.

By adhering to this policy, the College of Pharmacy aims to create a productive, secure, and supportive environment for all users, fostering academic excellence and operational efficiency.

Procedures

1. Student Borrowing of Technology

Overview: The College of Pharmacy provides technology for students to borrow for e-testing and quizzes, including Dell laptops, calculators, and ethernet cables. The borrowing process is managed by the IT department to ensure equal access and proper usage.

Procedures:
- Instructors may borrow up to 3 laptops per exam.
- Laptops are available in CLS 213, and instructors should record who borrows them.
- Students can log in using a guest account and must return laptops to the cabinet after use.
- Issues with laptops should be reported to copit@cop.sc.edu.
- Other loaner equipment is available in the lectern's top drawer and should be distributed by the instructor.

Cost Guide:
- Dell Laptop: $900
- Ethernet adapter: $50

Detailed Procedures:
- CLS 213, the class control room, will be unlocked at least 15 minutes before the start of classes and after classes end. If a member of the IT team is not in the office, please do not hesitate to get the laptops.
- In CLS 213, locate the large black cabinet, near the window that has "Student Laptops" on the front label.
- Unplug the power cable from the laptop and remove it from the case. (Power cables should not be needed as Dell laptops can hold a 6-hour charge based on internet and wireless usage.)
- Instructors are encouraged to record who borrows the laptops, so they are all returned at the end of the class (Trading a laptop for their Carolina Card is recommended.)
- Students can login to the laptops using a guest account that is located on a label.
- At the end of the exam, please return the MacBook back to the cabinet and ensure the charger is plugged in. (All the chargers are the same and the slots are not allocated to a particular computer.)
- If there are any issues with the loaner laptops, please e-mail copit@cop.sc.edu with the computer number (found on the bottom of the laptop) and we will fix it as soon as possible.
- Alternatively, students may also borrow laptops using the designated sign-out sheet in CLS 213 and by turning in their Carolina Card with a member of the IT team.
- Other student technology loaner equipment including ethernet cables and calculators are in the top drawer of the lectern. It is the instructor's responsibility to distribute the equipment as needed and students should not be permitted to get the items themselves.
- Please remember, that the loaning of student laptops, ethernet cables, usb-c adapters, and calculators is up to the sole discretion of the instructor. Students are encouraged to open up Examsoft prior to their exams to ensure it loads as expected. If there are issues, they should first try to reinstall Examsoft and then seek help from a member of the IT staff in CLS 210C or CLS 213.

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2. Computer and Network Security

Overview: IT Support personnel are responsible for maintaining security protocols for all computing devices attached to the College of Pharmacy's network.

Definitions:
- **Computers:** All devices attached to the network.

- **EOL/EOS:** End of Life/End of Support for software.
- **Local administrator rights:** Installation permissions for software and system changes.

Procedures:
- Operating systems must be current and not in EOL/EOS phase.
- New computers must follow the "Computer Equipment Purchase Request Review Policy."
- All computers must have the latest anti-virus and endpoint protection software.
- Faculty and research staff have local administrative rights unless revoked.
- Non-managers need manager approval for local administrative rights.

Hardware Decommissioning:
- Hard drives must be crushed within 60 days of decommissioning.

Detailed Procedures:
- All operating systems must be current and not in an end of life or end of support phase, with the exception of computers, operated research equipment attached to instrument.
- All new computers purchased must follow the most current "Computer Equipment Purchase Request Review Policy" and include the most current professional operating system.
- All computers attached directly to the wired network must have the most current version of the University's anti-virus and endpoint protection software.
- Faculty and Research Staff: All faculty will have local administrative rights, unless revoked by their department chair or college dean. All research staff and lab techs, including graduate research assistant will have local administrative rights, unless revoked by their manager, department chair or college dean.
- Administrative and Support Staff: Managers that are considered non-research will have local administrative rights unless revoked by administration. Non-managers will not have local administrative rights; however, it can be requested by their manager by submitting a ticket to the helpdesk with justification.
- Permission Levels: All assigned permission levels are at the discretion of the individual's manager, department chair, dean, or IT director.
- When decomising a device the hard drive or solid-state drive must be crushed within 60 day of the date of disposal.

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3. Classroom Lecture Capture

Overview: The College of Pharmacy aims to capture lectures for all courses using Panopto and/or Zoom.

Procedures:
- All courses, except electives and exams, shall be recorded.
- Recordings are stored in Panopto cloud storage and relayed to Blackboard.
- Faculty can request non-recording with Dean's office permission.
- Recordings are retained for three years unless directed otherwise.

Inclement Weather:
- Courses will default to Zoom links in Blackboard for live streaming.

Detailed Procedures:
- All College of Pharmacy courses with the exception of electives and exams shall be recorded.
- Faculty may request that a course not be recorded with permission from the Dean's office and in coordination with IT staff.
- Electives can be recorded upon request of the instructor.
- Recordings will be stored in Panopto cloud storage and relayed to Blackboard via a playlist plugin.
- Zoom recordings can be moved to Blackboard at the request of instructors.
- Instructors that teach courses outside of the regular semester schedule need to check with the COP IT team to ensure the sessions are captured.
- All podium computers in Pharmacy classrooms will have access to Panopto recording and Zoom software for lecture capture.
- The default capture method will be Panopto unless directed otherwise by the Dean's office and/or instructor.
- All faculty, instructors, and staff have permission to record lectures and associated

content.
- All classroom recordings shall be retained for three years unless otherwise directed by the Dean's office and/or instructor.
- Only the COP IT team has rights to delete captured content.
- In the event that campus is closed, courses will default to Zoom links with in Blackboard for live content streaming.

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4. Computer Equipment Purchase
Overview: IT Support personnel provide hardware and software support and must review all purchase requests for equipment costing more than $500.
Procedures:
- Submit requests to copit@cop.sc.edu with requirements, pre-configurations, intended use, and budget.
- Technology staff will review and respond within 48 business hours.
- Non-compliant purchases will be subject to supplementary procedures.

Software Requirements:
- Windows: Windows 11 Pro or greater
- MacIntosh: Max OSX
- Linux: Debian based/RHEL based
- Productivity Software:
  o Microsoft 365

Detailed Procedures:
- Technology support staff, in Pharmacy's main IT office, must review all purchase requests for computer equipment, prior to submission for purchase.
- Purchase requests, submitted without review and purchased, which do not meet compatibility requirements (Attachment A) will be subject to supplementary procedures (Attachment B).
- Submit request to helpdesk, copit@cop.sc.edu.
- Request should include the following: Basic requirements, Pre-configurations, if completed, Intended use and/or purpose, Budget.
- Technology staff will review request and respond within forty-eight (48) business hours.
- If necessary, support staff with schedule a time for further discussion.
- Attachment A: Software requirement shall be updated annually by IT director with the guidance of COP IT committee. Requirements for Software: Operating System: Windows: Windows 11 Pro or greater (Home edition operating systems do not meet this requirement), MacIntosh: Max OSX, Linux: Debian based/RHEL based, Productivity Software: Microsoft 365 or later (Provided at no charge by the university).
- Attachment B: Supplementary Procedures: Technology staff will review system configuration, Technology staff will inform requestor of deficiencies and options for action, Options for Action: Accept system configuration as configured. No further support will be provided by technology support staff other than installation of anti-virus software and removal from the network. Only devices running a current operating system that is not end of life and/or end of support will be allowed on the university's network, Return to vendor and repurchase, Create an alternative plan to provide network services for obsolete hardware/software if cannot be upgraded and is mission critical.

Additional Contacts
College of Pharmacy IT Help Desk: copit@cop.sc.edu
Division of Information Technology Service Desk: https://sc.edu/ithelp

Related Information
IT 3.00 Information Security
UNIV 1.51 Data and Information Governance
UNIV 1.52 Responsible Use of Data, Technology, and User Credentials

History

Date of Revision	Revision
11 Nov 2024	New policy approval

Policy requires a vote and/or administrative directive with review cycle established; Procedures defined by committee(s) and/or administratively.

Appendices
(If applicable)