

HUCK-IT-P000: Introduction to IT Services at the Huck Institutes of the Life Sciences



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1.0 Overview

The purpose of this document is not to impose restrictions that are contrary to the Pennsylvania State University's established culture of openness, trust, and integrity. The Huck Institutes of the Life Sciences is committed to protecting our employees, partners, and the University from illegal or damaging actions by individuals, either knowingly or unknowingly.

Huck IT strives to provide the best possible service given the resources that we have available. If we attempt to provide full service to everyone who resides in our facilities and at any time, then overall quality of service suffers significantly. Instead, we will attempt to identify the specific services that we provide, or cannot provide, to those who utilize Huck Institutes' resources.

2.0 Purpose

The purpose of this policy is to introduce the IT services philosophy and methodology that has been adopted by the Huck Institutes of the Life Sciences at Penn State University. We have evaluated how other groups at Penn State and other academic institutions as well as government and commercial entities provide services similar to ours at the staffing levels that we have available.

3.0 Scope

This policy applies to any person who utilizes resources that are managed by the Huck Institutes of the Life Sciences.

Huck Institutes of the Life Sciences policies, at the least, augment the following Penn State University policies and may augment additional Penn State University policies where applicable:

- o [AD95 Information Assurance and IT Security \(Formerly AD20\)](#)
- o [AD96 Acceptable Use of University Information Resources](#)
- o [AD11 – University Policy on Confidentiality of Student Records](#)

The Huck Institutes does not provide support services or wired network connectivity for personally owned devices of any type. Only university-owned assets will be supported.

4.0 Policy

Hours of Operation

The Huck IT staff is typically available from 8:00am to 5:00pm, Monday through Friday, excluding holidays. There may be times when unforeseen events (sickness, school closing, etc.) severely limit staff availability. Non-urgent after-hours support may be arranged by coordinating well in advance with Huck IT staff via a Service Desk submission.

Services Provided

Desktop and individual device support

Huck IT gives the highest priority to Huck Institutes staff and infrastructure systems (networks, MFPs, etc.). **As of the formal adoption of these policy documents, Huck IT will only be providing full-service desktop and device support to Huck Institutes staff.** All other residents of Huck facilities should contact their home administrative area regarding support and management of department or college-issued devices. This will ensure that all equipment will meet the requirements outlined in Penn State policies as well as the policies of their home administrative units and the recommendations of Penn State's Internal Audit group.

Huck IT can, to the best of its ability, triage issues for non-Huck Institutes personnel, including identification of the responsible administrative unit, contact information and a high-level overview of the support requirements. Huck IT will coordinate with the administrative unit providing support (escalation) and will make a best effort to keep non-Huck Institutes personnel updated as to status.

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System Compromise

Huck IT, in coordination with Penn State Security and Operations Services (SOS), will immediately remove from the network any device that is flagged as "compromised" upon notification from Penn State SOS. Devices flagged as "compromised" will be brought back to the Huck IT work area and instructions provided by SOS for mitigation will be strictly followed. When a system rebuild is required, Huck IT will perform the rebuild for Huck Institutes staff and will work to coordinate with home administrative areas for non-Huck Institutes personnel.

Network Services

Huck IT will provide full support for wired network connectivity issues as well as for issues related to services that are hosted by the Huck Institutes (e.g., Multi-Function Printers). Hosted services that are managed by a Service Level Agreement (SLA) will receive support based upon the constraints outlined in the agreement.

If Huck IT identifies a system that does not meet the requirements outlined in Penn State and Huck Institutes policies, immediate notification will be provided to the system owner and their home administrative IT unit. If the issue is not remediated by either the owner or home administration area in the time allowed for by the notification, then the device will be disconnected from the network and appropriate internal Penn State University resources will be notified.

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Equipment Purchases and Loans

Huck IT only budgets for and purchases specific hardware, software, and services for Huck Institutes staff. These specific products include tools to assist us with the management of systems and infrastructure and items approved by Huck Institutes administration. Additionally, we do not procure spare items to give out or loan out to Huck Institutes staff or residents of our facilities.

Printers and Consumables

Huck IT does not budget for or purchase toner and other consumables for end-user printing (vanity) devices. Huck IT will coordinate support, when necessary, for Multi-Function Printers (MFPs) hosted in our facilities, but we do not purchase or store consumables associated with these devices. End-users are responsible for purchasing consumables for and supporting their vanity devices.

Expectations

Although the Huck wired network is robust and reliable, full redundancies at all levels are outside the reach of our budget. End users should not expect 24x7x365 uptime and if you have critical services to host, we recommend that you work with other University service providers for your hosting.

Huck IT operates under a common maintenance window that runs between 5:00 am and 7:00 am daily. During that time, network and services maintenance and updates may occur that result in downtime. In rare instances, there may also be emergency maintenance operations that need to occur. We will do our best to give as much notification as possible when this happens. Of course, failure of a critical component is always a possibility and therefore, there may be some very rare instances when we can provide no timely warning. Please do not automatically assume that Huck staff are the cause when a critical outage occurs.

- Summary of issue/request
- Detailed description including the text of any error messages being displayed
- Location of the device (building and room) tied to the issue/request
- If the ticket submission is for device network connectivity, then please include the following:
 - Principal Investigator (PI) or Supervisor
 - Device name
 - MAC Address
 - Wall plate number
 - Additional supporting details

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5.0 Exceptions

Exceptions to this policy can only be granted by completing form **HUCK-AD-F001: Request for Policy Exception or Exemption**. This form must be fully completed and signed by either the Director of the Huck Institutes or the Director of Administration for the Huck Institutes or their designees.

6.0 Enforcement

Any employee, student or visitor found to have violated this policy may be subject to revocation of privileges as well as disciplinary action by their Administrative unit, the College, or the University.

7.0 Supporting Documents

- HUCK-IT-P001: Acceptable Use
- HUCK-IT-P005: Change and Configuration Management
- HUCK-IT-P004: Remote Access
- HUCK-IT-P003: Authentication and Access Control
- HUCK-IT-P002: Data Protection

Glossary	
Network	Wired or wireless infrastructure that provides for the exchange of data.
End User	A person who uses a device or service provided by university IT entities.
Information Security	Information can be any type of knowledge or content that is used by oneself or communicated to others. Information does not have to be valuable in and of itself but can contribute to the overall value of the organization when combined with other information. Security is the assurance of safety through the reduction or elimination of risk. Put together in the context of the Huck Institutes of the Life Sciences, "Information Security" is the protection of the value of the organization through the reduction of risk to the knowledge or content that contributes to that value. Note that "Information" and "Data" can be used interchangeably throughout these policies.
Service	A combination of people, processes and technology that support business operations.
Service Tier	Systems connected to any Huck network will fall into one of the following three categories: <ul style="list-style-type: none">• Owned: Items that have been purchased by or been transferred to the Huck Institutes of the Life Sciences. These items will not incur any fee for services applied to them.• Managed: University-owned Items that are owned by someone other than the Huck Institutes of the Life Sciences and that are covered by a Service Level Agreement (SLA), Memorandum of Understanding (MOU) or some other documented agreement that involves Huck staff providing services. Any agreement will most likely involve service fees as reimbursement for service provided.• Connected: Items that are connected to the Huck infrastructure (e.g., connecting a computer to a network). All other services will incur a service charge.
System	Any university-owned computing devices, either stand-alone or connected to university networks.

Visit the Huck Institutes of the Life Sciences on the web at <http://www.huck.psu.edu>.

This publication is available in alternative media on request.

The Pennsylvania State University is committed to the policy that all persons shall have equal access to programs, facilities, admission, and employment without regard to personal characteristics not related to ability, performance, or qualifications as determined by University policy or by state or federal authorities. It is the policy of the University to maintain an academic and work environment free of discrimination, including harassment. The Pennsylvania State University prohibits discrimination and harassment against any person because of age, ancestry, color, disability or handicap, national origin, race, religious creed, sex, sexual orientation, gender identity, or veteran status and retaliation due to the reporting of discrimination or harassment. Discrimination, harassment, or retaliation against faculty, staff, or students will not be tolerated at The Pennsylvania State University. Direct all inquiries regarding the nondiscrimination policy to the Affirmative Action Director, The Pennsylvania State University, 328 Boucke Building, University Park, PA 16802-5901; Tel 814-863-0471/TTY.