General Information

The Executive Technology Office (ExecTech) provides technology support to the administration, and respective offices as determined by the chief of staffs of the President, Provost & EVP-COO. It also provides faculty and staff with equipment, network services, software, technical recommendations, and support. Additionally, through the ExecTech Office, equipment may be checked out for staff and faculty that fall under our support. Our office is located in the lower level of Madison Hall in room 113A, the ExecTech Office is part of the President's Office.

Hours of Operation

Main ExecTech Office	Monday – Friday	8 AM – 5 PM
	Saturday – Sunday	CLOSED

****************** We OBSERVE All University Holidays ***********************

Our website: https://exectech.president.virginia.edu/

If scheduled support is needed at other times outside of these hours, please contact us during business hours or email exectech@virginia.edu. Although support during times outside of our business hours is not guaranteed, we will try our best to accommodate those requests.

Emergency On-Call # - (434) 218-3535

PLEASE NOTE:

THE EXECTECH OFFICE CANNOT ASSIST WITH PERSONAL MACHINES OR DEVICES OF STAFF, FACULTY, OR STUDENTS.

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Technical Support

The ExecTech Office provides technical support for a variety of issues. In addition, for problems that cannot be resolved in-house, we provide referral services to other University support options.

PC and Apple Hardware Support

Technical support for ExecTech – University-provided PC and Apple computers are provided for a maximum of a **four-year** life cycle. Support for equipment older than this is only available on an as-is basis and our ability to fully support this equipment is not guaranteed. Additionally, the cost of repairing and upgrading hardware no longer within warranty is the responsibility of the department utilizing the equipment.

We cannot guarantee full support for equipment that has not been certified by the ExecTech Office or equipment that has exceeded a four-year life cycle.

For equipment we have not certified, support may be available on a limited basis. To receive more information on recommended solutions, please contact ExecTech by emailing: exectech@virginia.edu.

Home or Off-Site Support

The ExecTech Office is very restrictive on supporting users who are working at home or off-site. We will not help with home (personal) devices such as network/router/Wi-Fi issues, or printer setup/connectivity issues. You are however working from a UVA-managed computer for which you are not an administrator. Conducting certain actions will require admin privileges. We will supply you with the appropriate account information to complete appropriate actions. We realize that some of you have work from home agreements with the University, but this does not include ExecTech supporting personal devices that haven't been setup by our office as each home network is unique to its own environment.

University of Virginia

Executive Technology Office - Policies

Printer and Copier Support

ExecTech highly encourages the use of network--based printing solutions. The use of individual printers is discouraged as they are typically more expensive to operate, support, and repair. The ExecTech Office will assist in the initial set up of individual printing solutions however the costs associated with repair, maintenance, and supply costs are the responsibility of the department. In addition to printer support, we support the use of the Ricoh copiers supplied by Printing and Copy Services (PCS). Due to the complex nature of the University's enterprise wireless network, we are unable to support the implementation of wireless printing solutions.

We cannot guarantee full support for printer and copier solutions that have not been certified by the ExecTech Office.

Software Support

We can provide technical support for many software applications. This support includes the installation as well as ongoing maintenance. Although we have experience supporting a variety of software solutions, it is always best to consult with ExecTech before making software purchases to ensure new solutions will not conflict with existing systems.

We cannot guarantee full support for software that has not been certified by the ExecTech Office.

Training

Although individual technicians may be able to offer tips and recommendations regarding specific software and hardware solutions, the ExecTech Office does not currently provide training.

However, the University does offer a variety of training options. For more information, please consult the training portion of the University's Human Resources site: https://hr.virginia.edu/career-development/education-and-training-0.

Accounts and Network Support

The ExecTech Office also provides support for new account creation, as well as troubleshooting access rights and login issues for existing accounts. Additionally, we can assist in the configuration of network shares and other network-based solutions.

We are also the first point of contact regarding networking issues for ExecTech users. We will gladly work with other University departments in resolving these types of issues and/or offer referrals to other resources as appropriate.

Equipment and Software Purchases

Departmental Equipment

The ExecTech Office highly encourages departments to consult with us before making equipment decisions. Consulting with us prior to purchasing new equipment allows the ExecTech Office to certify the equipment meets departmental needs and ensures future support throughout the useful life of the equipment.

As a reminder, we cannot guarantee full support for equipment that has not been certified by the ExecTech Office. For equipment we have not certified, support may be available on a limited basis. To receive more information on recommended solutions, please contact the ExecTech Office by emailing exectech@virginia.edu.

Staff and Faculty Equipment

The ExecTech Office will purchase and configure a 'standard' desktop or laptop from the list of DCI standard computers on behalf of the requesting department for all staff and faculty positions. The requesting department is responsible for all costs associated with equipment purchases, including any supplemental costs required for unique situations.   For additional information, please contact the ExecTech Office.

We will setup and deploy <u>one</u> primary computer to each user. We will not duplicate work by setting up additional computers for users. If a user is expecting a computer for use in the office and elsewhere, the expectation is that the individual will be provided with a laptop configuration setup to meet those needs.

For both PC and Mac computers, the 'standard' software configuration provided by the ExecTech Office includes operating system, MS Office 365 solution (not including Adobe Software, MS Project, and MS Visio), and VPN software.

Additional software can be requested as needed. Software not already licensed by the University must be paid for by the requesting department.

The computers we provide to staff and faculty are replaced on a minimum of a four-year life cycle. When replacing a computer, we will work with the user in a good faith effort to transfer user data from the old machine to the new one.

Additional Computer Equipment

When available, the ExecTech Office can provide additional computers for temporary departmental, project, or individual use. These computers typically no longer have warranty coverage. Additionally, the machines we can provide only have one to two years of useful life remaining before they will be transferred to surplus according to UVA policies. ExecTech cannot pay for hardware to upgrade or repair these machines. Due to the age of these systems, they will typically be transferred to surplus rather than repaired in the event of hardware failure. At its discretion, a department may opt to pay for repairs associated with additional equipment, however these repairs do not guarantee future functionality or support. Based on the limited remaining useful life of these computers, we recommend they be used only to fulfill short-term, temporary needs.

Access to additional systems from the ExecTech Office is dependent upon current availability and is not guaranteed.

Given the lack of warranty coverage and age of these machines, we do not recommend them for long term use or in critical functions. For these types

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of needs, the ExecTech Office can recommend a computer for departmental purchase. These machines will be supported for the duration of the warranty coverage up to a **four-year** useful life, like faculty and staff machines; however, they will not be replaced or upgraded, unless funded by the individual department. Again, ExecTech cannot guarantee support for equipment that hasn't been certified.

Software that is not already licensed by ExecTech or the University must be paid for by the requesting department.

Printer and Copier Purchases

The ExecTech Office can provide a variety of recommendations on printing and copying solutions. Due to the complex nature of the University's enterprise wireless network, we are currently unable to support the implementation of wireless printing solutions. We can, however, assist in evaluating your needs and propose alternative solutions as appropriate.

We cannot guarantee full support for equipment that has not been certified by the ExecTech Office.

Software and Other Hardware Purchases

Please consult with us prior to making any software or hardware purchases. We can help ensure you purchase the best product for your needs. Also, we cannot guarantee our ability to support software or hardware purchased without our recommendation. **Purchases made without or against the recommendations of the ExecTech Office are done at the risk of the user or department. Full support is not guaranteed for these purchases.** To avoid this difficult situation, please contact the ExecTech Office before making that decision.

Safeguarding Data

The ExecTech Office will provide recommendations regarding UVA-approved data storage and best practices on how to keep data secure, and how to ensure data is safely backed up. Although the ExecTech Office will do everything we can to ensure the retention of user data, we adhere to the following guidelines as outlined in the [University Data Protection Standards](#).

Data Protection policy IRM-003: Data Protection of University Information (https://uvapolicy.virginia.edu/policy/IRM-003).

The ExecTech Office will be implementing the use of Microsoft OneDrive for individuals to sync local data with the MS Office 365 environment to ensure data retention with regards to the local machine backup.

We are also currently reviewing each of the departmental network file shares to see if moving them to a cloud solution is feasible to again take advantage of the MS Office 365 enterprise solution.

Equipment Inventory and Surplus

Inventory

The ExecTech Office is responsible for the department-wide inventory of purchased computer equipment. We are required to adhere to certain inventory requirements by the University and the Commonwealth of Virginia. It is very important that our inventory is always up-to-date and accurate, so please notify us if a piece of equipment is moved. Notifications to move equipment should be emailed to exectech@virginia.edu.

Additionally, equipment that is lost or stolen from locations other than referenced for on-Grounds or for certified off-Grounds use, may not be covered by the University's insurance policy. If equipment is lost or stolen off-Grounds, with no form on file, per University policy, you and your

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personal insurance company may be held responsible for reimbursement of the equipment cost to the University.

Surplus

Please do not surplus equipment without reaching out to the ExecTech Office. We will coordinate the surplus of the equipment and can provide information regarding the next steps in the process.

State law requires that the University follow very specific steps when disposing of data storage devices. We must be able to certify that the equipment has been properly wiped of data or destroyed. The ExecTech Office personnel is an authorized surplus agent for the University and is trained in these procedures.

Computer equipment that doesn't need to be wiped or destroyed still must be disposed of using the University's surplus process. The ExecTech Office will also assist in the removal of these items, to ensure proper disposition. When in doubt, check with the ExecTech Office first. If we do not surplus the equipment directly, we will gladly provide you with information regarding how to surplus the equipment.

Equipment Reservations

ExecTech faculty and staff are eligible to check out a variety of equipment using the ExecTech Office check-out system:

https://exectech.president.virginia.edu/request-exectech-loaner-equipment

Guidelines for check-out

Equipment must be reserved at least 24 hours before the equipment is needed.

Individuals checking out equipment should be familiar with how to operate it. Staff and faculty members can schedule equipment familiarization sessions with their ExecTech Office point of contact if basic equipment assistance is needed. Stop by Madison Hall, room 113A to schedule or email exectech@virginia.edu

Users must provide their own media (CDs, DVDs, USB thumb drive) for assigned projects that require the recording and archiving of content.

University-Owned Cell Phones

The ExecTech Office has an established UVA-approved business account with Verizon to purchase cellular devices directly from Verizon's Business Portal, most but not all the offices we support already have an account setup under our office for obtaining a device. Please reach out to exectech@virginia.edu for further information if your office approves this purchase for you.

International Travel

From the Export Controls Office perspective, most temporary (<1 year) international travel for business reasons with standard University telecommunications devices and data does not require an export license; however, they need to review to ensure that the device(s) and destination(s) are in fact "no license required" or eligible for one of the license exceptions, typically "TMP", and to provide appropriate documentation for the traveler. From a destination perspective, we are concerned about the sanctioned countries and regions but there are also the destination country's import regulations to consider (e.g., some restrict the import of encrypted data or devices). For travelers with sponsored research programs, they are concerned about export control requirements on any non-public (e.g., proprietary or US government restricted dissemination) technical data and software that may be taken or accessed from abroad as well as compliance with export notification requirements in funding awards.

From the ITS Security Office perspective, your information is private to UVA and we do not want it disclosed, especially to foreign governments. There are some countries (e.g., China) who will not allow an encrypted device into the country without first applying for a license. Other countries can force you to unlock the machine and

provide it for "inspection." Whether the information on the device is seized and not returned is up to the other country.

With those offices' guidelines/advice, the ExecTech Office will send you off with a loaner laptop and instructions on how to access Office 365, UVa Box, Zoom, via the web versions. This will limit the software and information that will be necessary while traveling abroad. It is extremely important to keep the data on the device to an absolute minimum. When you return, we will ask that you change your password and verify your login and authentication settings on your primary computer. In addition, we will be wiping the loaner device upon you turning it back into us.

Please reach out to us prior to your trip (please allow ten (10) business days) via our web form at:

https://exectech.president.virginia.edu/request-exectech-loaner-equipment

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