ICT-Guideline

In addition to the university guidelines with which every staff member must comply, the Faculty of Theology and Religious Studies has stipulated these IT-guidelines that describe the local support provided. These guidelines took shape in the Computer Science Steering Committee and were approved by the Faculty Board and the Faculty Council.

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1 ICT Services

The Faculty of Theology and Religious Studies strives to standardize the entire computer system, both in terms of hardware and software. The following services are offered:

- Purchase of hardware and software
- Support for PCs purchased installed by the network administrator
- Back-up of all offered network shares
- Printing for all PCs within the faculty’s network
- Helpdesk available at helpdesk.ftrw@kuleuven.be

2 Procedure for Purchasing

All purchases of hardware and software (desktops, laptops, printers, office licenses, etc.) from KU Leuven credit accounts occur in consultation with the network administrator. The network administrator orders the hardware and software through SAP using the credit number provided by the customer.

2.1 Desktops and laptops

Desktops and laptops are purchased from the Dell business catalogue of (according to university contracts). More specifically this concerns the Optiplex-series (desktops) and the Latitude series (laptops). The PCs are installed by the network administrator and configured for use on the network of the Faculty of Theology and Religious Studies.

With every purchase of a laptop, a Kensington lock will be ordered, unless the person in question already disposes of adequate security.

2.2 Software

Microsoft Windows and Microsoft Office\(^1\) will be installed on every PC purchased. The Microsoft Office suite (Word, Excel, PowerPoint, etc.) is installed with a language pack that can always be set to either Dutch or English. Additional software can also be purchased through the network administrator. The offer can be consulted via the ICTS service catalogue that compiles campus licenses and software for staff, students and services. License keys are never put at the disposal of the end user.

The ordered software will be installed by the network administrator.

2.3 Smartphones and other mobile devices

The purchase of these devices occurs through the network administrator, just like all other purchases of hard- and software. For this type of purchase, an additional written approval from the head of unit is necessary.

\(^1\) KU Leuven uses Microsoft Exchange and Unified Communication. Microsoft Outlook (part of the Microsoft Office suite) is the only supported email client. Outlook Web Access (OWA) is available via http://owa.kuleuven.be
Specific regulations are enforced regarding the use of mobile phones, smartphones or tablets at KU Leuven.²

3. PC Configuration

3.1 Desktops and Laptops

The PC user does not have administrator rights to install software or make fundamental adjustments to the configuration of the device. This allows us to maintain oversight over the proper use of software licenses within the faculty and helps us limit the spread of viruses and increase the network’s security.

3.2 Specific Procedures for Laptops

All laptops are secured with a ‘start-up’ password. The PC cannot be started without this password. Laptop users can temporarily change their account to an administrator account via a website,³ in order to install a personal printer or scanner at home, for example. This procedure may only be used to install software.

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³ https://hwit.ghum.kuleuven.be/
3.2.1 Administrator account laptop

In conjunction with the decision of the Computer Science Steering Committee, Faculty of Theology and Religious Studies, the following declaration must be signed when laptops are delivered:

The signee _____________________________ may temporarily change his/her user account into an administrator account via https://hwit.ghum.kuleuven.be/.

He/She agrees:

- Not to change the user-accounts installed on the laptop.
- Not to make any additions to his/her own (domain) account on the ‘Administrators’ group.
- Not to create other user accounts.
- Not to make any changes to the network settings.

He/She also declares that he/she will only login as the administrator to install programs for which he/she possesses a legal license. It is best to allow the network administrator to install software so as to avoid potential software conflicts.

**The user is responsible for regularly backing up his/her personal data.** If a problem occurs with the software and/or hardware, the network administrator will reformat the computer’s hard drive and reinstall software, bringing the laptop back to its initial state. (That is, exactly as the user initially received the laptop.) The user should then restore the backed up data to the hard drive him or herself. Persons who do not abide by these conditions cannot make any claim to support from the faculty’s computer science representative.

Name:
Date:
Signature:
3.3 Replacing Computers

Every PC that is 6 years old or older must be replaced. Depending on the PC, this will be replaced through either project or faculty funds. This measure ensures that the IT environment remains up-to-date. Every year, the network administrator provides a list of ‘obsolete machines’ to the Computer Sciences Steering Committee, which approves the budget, including the list of PCs to be replaced. Every employee who has a PC that must be replaced shall be informed by the network administrator. PCs that are not replaced on time will be pulled from the network and will no longer be supported.

4 Ownership of PCs, software and other IT-hardware

All hardware and software purchased through either faculty or project funds remain the permanent property of the faculty. Persons leaving the faculty are to place the computer at the credit manager’s disposal.

At the end of their contract, it is possible for junior fellows and post-docs to purchase laptops that were acquired at the beginning of their contract from the faculty. The purchase price will be determined based on the age and value of the laptop. In such cases, the laptop will be reinstalled and provided only with the operating system that was installed when the laptop was originally acquired. The end user must install Microsoft Office and other software. All ICT support from the faculty will cease when the laptop is purchased.

5 Loss or theft

In case of loss or theft of IT equipment, always contact the network administrator via helpdesk.ftrw@kuleuven.be. If possible, the network administrator will mention the serial numbers to the supplier in order to block the devices. In consultation with the security service of the KU Leuven a declaration for the police can be made.

IT equipment is not insured against damage or theft.

6 Exceptions

Exceptions to these guidelines must always be motivated and submitted to the Computer Science Steering Committee.

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4 After the end user has made their own back-up of the data
5 See also “10 important ‘keys’ for better IT and information security” on http://www.e-mune.be
Addendum

Policy Concerning Tablets at the Faculty of Theology and Religious Studies

A tablet is not a replacement for a desktop or laptop computer, but should be considered as a supplementary product. A user still needs to have a desktop or laptop as his/her basic system.

**Devices:**

One can find several tablet PCs with varying operating systems (iOS, Symbian, Android, Windows, ...) and functionalities on the market today.

In order to prevent a proliferation, the Faculty of Theology and Religious Studies suggests a choice between these devices: Microsoft Surface (RT or Full) and Dell tablets with a Windows operating system, Apple iPad

Since KU Leuven predominantly uses Microsoft products and technologies, we advise the purchase of a tablet with a Windows operating system.

**Purchase:**

The purchase of these devices follows the same procedure as described in the IT guidelines of the Faculty of Theology and Religious Studies – as required when purchasing a laptop or desktop PC from the Faculty.

All so-called ‘apps’ need to be purchased through private means.

The tablet remains the property of the faculty, and will be turned in, together with all other IT equipment when employment at the faculty ceases.

**Support:**

For Tablets with a Microsoft Windows operating system, we offer support, similar to the manner in which we support laptops, within the boundaries and possibilities of the type of device that was purchased.

For Apple iPads, the support is limited to logging into the wireless KU Leuven network as well as accessing basic information that can be found on the university or faculty web pages.

Tablets that were not purchased through the network administrator will not be supported.

**Who is allowed to purchase a Tablet?**

Every member of the senior academic staff can purchase a tablet, paid from his/her credit account, just as other items are purchased. Every other staff member can order a tablet on condition of the approval of his/her superior. In this case, the superior will ask the network administrator to order the tablet.