

## **1.6. ICTS Services Rules and Regulations**

### 1.6.1. Rules

VCRs, Overhead Projectors, Slide Projectors, LCD Projectors and Laptop Computers are available for use on a “first come first served” basis.

According to the audiovisual equipment usage policy:

1. A department requesting usage of the equipment sends an e-mail or a hard copy memo to Computer Services Office [1] naming the type of equipment, and the proposed date and hours of usage. A detailed specification of the requested equipment should be included, e.g. whether a laptop computer is needed with an LCD projector, whether a laptop computer should contain a CD or FDD drive, whether a remote control is needed, etc. AUA staff, Student Council, and Faculty can submit such requests.
2. Computer Service Office checks the request for possible time conflict with other requests and schedules the provision of the equipment. In order to schedule the usage of equipment, e-mails or memos are to be sent one day prior to the event (lecture, seminar, conference, etc.).
3. A Hardware Engineer from Computer Services Office sets equipment at the scheduled time in the presence of the college secretary or the professor, or another client, and takes it back at the end of the class or event. During class hours the instructor is responsible for the state of equipment.
4. When classes are finished earlier or later than planned, the instructor is responsible for arranging the return of the equipment. While assuring proper control over the equipment, he/she must inform Computer Services Office (any person in any CS rooms 34b, 35, 36) that classes are over so that Computer Service Office can take the equipment back. If the person requesting the equipment fails to do so, he/she is solely liable for the loss or damage of the equipment (with all financial consequences).
5. Computer Services Office personnel do not provide technical support during a class or an event; i.e. changing slides during presentations, switching the equipment on and off, etc.
6. Conflict resolution: when a class is not over in the scheduled time but the equipment is planned for another class or event it must be taken to the next scheduled place.

### 1.6.2. Computer Rental by Students

AUA Students may rent computers from the AUA Computer Services Office according to the following procedure:

1. Write a memo to the Computer Services Office and receive its approval.
2. Make the payment (300 AMD per day) in the AUAF Financial Services Department and receive the receipt.
3. Provide Computer Services Office with the receipt and receive the computer.

All parts of the rented computers should be tested and registered in the Computer Services Office database. Students, who rent computers, are personally responsible for returning them in good working condition, with the originally registered hardware parts and originally installed software.

### 1.6.3. Transferring or replacing computing equipment

Only the Computer Services Office employees can do computing equipment transfer or replacement, as each change must be reflected in the computing equipment inventory database.

To request a transfer or replacement a corresponding e- mail request should be sent to ( [service@aua.am](mailto:service@aua.am) ).

#### 1.6.4. Servicing computing equipment hardware and software faults

Computer Service Office is responsible for the timely maintenance of computing equipment hardware and software faults. An e-mail request for service is to be sent to the Computer Services Office ( [service@aua.am](mailto:service@aua.am) ) describing in a few words the problem and the room number.

Requests are serviced on a “first come-first served” basis except urgent requests.

#### 1.6.5. Refilling printer toner

When printer's quality of printing is worsened because of toner it is necessary to send a request for toner refill to the CS ( [service@aua.am](mailto:service@aua.am) ). Cartridges are taken for refilling to a specialized company. At the end of a month the department requesting a refill is correspondingly charged.

#### 1.6.6. Allocating telephone numbers

Each member of the AUA faculty and staff can have its own phone number and a phone.

New faculty members are provided the phones upon arrival per AUA Administration request.

When changing an office room the phone number can be kept the same.

To retain the phone when changing the office the corresponding e- mail request can be sent to ICTS ( [Request system](#) ).

#### 1.6.7. Accessing student computer labs

There are two free-access student computer labs, lab 207E with 20 workstations and lab 9d with 40 workstations.

Both labs are accessible for students when there are no scheduled classes. However even during classes students with the permission of a lecturer can use free workstations.