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DIVISION: **Administration**

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SUBJECT: Mobile Computing Device Support

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Policy Number:

Supersedes: **None**

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Effective Date:

Previous Issued: **N/A**

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## **1.0 STATEMENT OF POLICY**

Loyola Marymount University recognizes the changes and development of mobile computing over the last few years. Many of these changes have come directly from low-cost consumer technology. These changes have brought about a host of devices which mimic the same functions traditionally performed by desktop and laptop computing. This policy is designed to address those changes in technology going forward and give the ITS department stability in dealing with support for the devices.

This policy should be revised continuously as newer technologies and innovations are made available to the campus through ITS or through consumer technology.

## **2.0 DEFINITION**

**Mobile computing** can be from any number of devices: phones, tablets, mini-computers, e-readers, music players, etc. These multi-function, internet-connected devices provide a broader user experience via a simplified Operating System or user interface.

Some examples of the technology are: Smartphones (Android, Windows, iPhone), Netbooks (Windows or Linux based), Slates/iPads (various manufacturers), Smart Devices (e-readers, music players, texting devices).

**Windows Tablet** PCs (full versions of Windows) are not included in this policy. They are treated as regular laptop PCs since they run a full version of the OS.

### **Netbook**

Netbooks are small portable computing device, similar to a notebook, and are great for surfing the Web and checking e-mail. What differentiates a netbook from a notebook is its physical size and computing power. They normally do not have optical drives

### **WWAN**

Also known as a Wireless Wide Area Network. A wide area network differs from a local area network by the technology used to transmit the signal and their size. Examples: (UMTS, GPRS, EDGE, CDMA, CDMA2000, GSM, CDPD, HSDPA, HSUPA, 3G, 4G, and LTE)

## **3.0 POLICY/PROCEDURE**

This policy will be separated into 4 sections: LMU-issued Netbooks, LMU-issued Devices, Personal Netbooks, and Personal Devices. All LMU-Issued Netbooks and Devices must follow University Purchasing Policies and the Campus Business Services "Cellular Request

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Policy”. Please email [purchase@lmu.edu](mailto:purchase@lmu.edu) for more details. If you have questions about the best use for these devices, please contact [helpdesk@lmu.edu](mailto:helpdesk@lmu.edu) or call (310) 338-7777.

The use of mobile computing devices shall maintain the same level of security consciousness as full-size computing devices and as such be required to maintain the latest operating system and application versions and have a form of authentication to access the device to prevent unauthorized access to LMU data stored on the device. Therefore only secure protocols for accessing LMU data, such as email, will be allowed. Additional security measures (PIN number) may be required to connect to LMU data resources. No exceptions will be permitted.

All LMU-issued devices should be reported to the Helpdesk if lost or stolen. Some devices can be traced and/or remotely managed for extra security. If your device is lost or stolen, you will be required to change your LMU password.

**For all devices:**

*ITS will attempt to help users gain access to the Internet via LMU wireless connection. ITS cannot guarantee that all devices will work on our network but will attempt to connect them. 3<sup>rd</sup> party or carrier based access is not supported unless otherwise specified by the policy.*

**LMU-issued Netbooks:** ITS will support the install or re-image of the machines and software. Repairs will be done through the manufacturer until the expiration of the warranty. These machines will not be considered primary work machines, so data backup and recovery will not be offered. All work should be backed up to network locations or via external device by the user. Repairs and re-installs will be on an “as available” basis since these devices should not be used for critical business functions. Some services might need to be configured or supported by 3<sup>rd</sup> party vendors or Campus Business Services (WWAN connections and data plans). Software available may be limited due to the constraints of the hardware and operating systems

**LMU-issued Devices:** ITS will configure these devices for Internet access on LMU Wireless. Repairs will be done through the manufacturer until the expiration of the warranty. These devices will not be considered primary work devices. Data backup and recovery will limited or unavailable. Some services might need to be configured or supported by 3<sup>rd</sup> party vendors or Campus Business Services (WWAN connections and data plans). Device Application support will be limited to internally developed applications and may be further limited by the device’s operating system or interface.

**Personal Netbooks:** ITS will only support the configuration of LMU Wireless access to the Internet. Software for desktop operating systems may be made available to the faculty/staff for self-install via a website or media at the WHH Library.

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**Personal Devices:** ITS will only support the configuration of LMU Wireless access to the Internet for these devices.

**NOTE:** VPN Access will only be supported on LMU-issued Netbooks and Devices if the hardware supports the current VPN infrastructure and it is confirmed as secure.

Last reviewed by: Patrick Frontiera	Date: 2/9/2011
Approved by:	Date:
Denied/Postpone:	Date:
<i>Notes:</i>	