

ISERP Computing Services Policies

revised February 15, 2009

ISERP Computing consists of a local area network of 12 servers, approximately 100 computers, 25 printers, and a Computing Services Office (ISERP Computing) that maintains ISERP network and computing hardware and software; provides hardware and software purchase consultation, setup, maintenance, problem diagnosis, and repair; and is the contact point for all ISERP information technology questions, problems, and comments.

The following is a statement of policies to guide both the ISERP computing community and ISERP Computing. They are intended to allow us to provide effective service for the ISERP community and to do so in a way that is efficient for ISERP. They represent an attempt to meet both the desires of users (e.g., for maximal control over all issues with their computers) and the interests of ISERP (e.g., for maximally efficient use of labor and other costs). These policies were drafted after consulting with users and based on our experience.

1. Acceptable Use – ISERP Policies governing users use of ISERP-supported computers.
 - a. ISERP Users – People who are granted access to ISERP computing resources.
 - i. ISERP Fellows, Staff, QMSS students, and Visiting Scholars.
 - ii. Users working on projects funded through grants at ISERP.
 - iii. People not included in either of these groups at the Technical Coordinator's discretion.
 - b. Columbia University Information Technology (CUIT) Policies – CUIT policies that ISERP and its users will adhere to.
 - i. See Columbia University Computer and Network Use Policy (<http://www.columbia.edu/acis/policy/>).
 - ii. See Columbia University Administrative Systems Access and Privacy Policies (<http://www.columbia.edu/cuit/index.html>).
 - c. ISERP Specific Policies
 - i. ISERP IDs may not be shared. Providing an ISERP ID to someone will result in suspension of ISERP user's ID.
 - ii. Virus protection software (see <http://www.columbia.edu/acis/software/nav/>) must be running on all PC's at all times.
 - iii. All software must be properly licensed and used in accordance with the licensing terms of the software's manufacturer. Proof of license must be made available upon request by the Technical Coordinator.

- iv. File sharing (see http://openp2p.com/topics/p2p/p2p_file_sharing/) software may not be installed on ISERP computers or used while connected to the network. Without careful controls, file-sharing software will consume all of the available network bandwidth, leaving none for other, more legitimate uses. File sharing also involves potential legal issues (see http://www.eff.org/IP/P2P/20010227_p2p_copyright_white_paper.html). Examples of file sharing tools include, but are not limited to, peer-to-peer tools such as Gnutella, Kazaa, and the use of Bit torrents.
 - v. Failure to abide by ISERP Policies will result in penalties to be determined on an individual basis by the Technical Coordinator in consultation with ISERP senior staff.
2. Hardware
- a. ISERP Computing must be consulted on all hardware purchases, including computers, laptops, and printers. ISERP Computing cannot support hardware purchased without consulting ISERP Computing.
 - b. ISERP Computing maintains standard configurations for computers, i.e., the operating system, software, virus protection and so forth. New computers must be in one of these configurations for us to support them.
 - c. Hardware not purchased with ISERP funds or with grant or other monies not administered by ISERP will not be supported. This includes personal laptops.
 - d. ISERP Computing will do the initial setup of all computing hardware.
3. Software
- a. Categories of software
 - i. Operating System – generally purchased with a new computer.
 - ii. Freeware – General Public License (see <http://www.gnu.org/copyleft/gpl.html>) software, freeware, shareware without timeouts, etc.
 - iii. ISERP Free – software ISERP Computing provides to all ISERP users, paid for by ISERP Computing. Currently this includes SAS, Stata, StatTransfer, and Matlab.
 - iv. CUIT Free – software Columbia University provides free (see <http://www.columbia.edu/acis/software/>) to all its users.
 - v. Pay – software ISERP users must pay for: Columbia and ISERP site licensed software for which users are billed, as well as any software not covered by the above categories. Common examples would be SPSS or Mathematica.
 - b. ISERP Computing currently supports only the Microsoft Windows XP Professional Operating System as well as the latest version of the Mac OS. Other operating systems may be used, but will not be officially supported by ISERP Computing.
 - c. ISERP Free and CUIT Free software are generally installed on all computers at setup.
 - d. Freeware will be installed upon user request. If ISERP Computing decides that installation will create technical or legal problems, the software will not be installed.

- e. Pay software will be installed upon user request provided the user can demonstrate s/he has a legitimate license for the software. All software purchased by or through ISERP Computing will meet this requirement.
 - f. Starting with grants submitted after July 1, 2003, certain ISERP users will be billed for pay software that has, in the past, been paid for by ISERP. (See 3. a. v., above, for what this includes.) This applies to ISERP centers, major projects and individual projects, and does not apply to ISERP administrative staff, fellows, and visiting scholars.
4. Costs to ISERP Users – There are two kinds of costs, recurring and one-time. ISERP Centers, major projects, and individual projects are charged these costs. ISERP administrative staff, fellows, and visiting scholars are not charged these costs.
- a. One-time costs - generally at purchase time
 - i. Computers.
 - ii. Physical security for new computers.
 - iii. Additional hardware needs, e.g. network switches, cables.
 - iv. Certain software licenses, e.g. software peculiar to particular projects.
 - b. Recurring costs
 - i. Certain software licenses. Many Pay software packages like Windows, SPSS, and ESRI GIS software, also require a new license to be purchased every year.
 - ii. An annual server charge per grant of \$600. (See 4.c.i, below)
 - c. Fee Schedule
 - i. Server charge. Grant proposals submitted through ISERP on or after July 1st, 2003 must include an annual server charge of \$600 per grant.
 - ii. These fees, charged per grant per year, are intended to cover the costs of information technology infrastructure and services provided to ISERP as a whole over and above the resources provided by CUIT. This includes large quantities of available network file storage and sharing, daily backups of these networked user files, server based statistical software, and the support and maintenance of the server hardware. It also includes the costs of desktop hardware purchase, consulting, and training, including operating systems, and desktop software packages listed in 3.a.iii. We also provide unique system and software updates. This is in addition to our basic network support, maintenance and upkeep of computers and shared ISERP peripherals which is covered by overhead costs.
5. User control of computers
- a. ISERP Computing will retain control of computers supplied by ISERP for administrative staff, fellows, and visiting scholars. ISERP Computing is responsible for maintaining, servicing, and repairing the computer.
 - b. ISERP centers, major projects, and individual projects may request that computers purchased with their funds be under their control. In such a case, the user/group would have complete control of the computer, and would be able to use any operating system or software they wished. The user/group would then also assume responsibility for the

security and maintenance of the computer, including operating system and anti-virus updates, for compliance with Columbia and ISERP Acceptable Use Policies, and for insuring that all software on the computer is properly licensed. ISERP Computing would not be responsible for maintaining, servicing, and repairing these computers. Furthermore, the computer will not have access to the ISERP network, and users/groups will be charged \$50/hour for any servicing done by ISERP Computing.

For clarifications about our policies, please contact Andrew Richey: ar2748@columbia.edu