



Code: QA436  
Title: ISS PC Suites Policy  
Date: 25/04/2018  
Approval: IT Planning and Priorities Committee

## 1.0 Purpose

This policy outlines the ISS policy for the provision and management of PC Suites and associated software.

## 2.0 Description

### 2.1. Definitions /Terms

**General Access (GA) PC Suite:** A PC suite which is available for use by all NUI Galway registered students and staff and by authorised visitors

**Departmental PC Suite (DP)** A PC suite where access is restricted to staff and students related to a particular discipline/school/college or course.

### 2.2 Policy Statement

- Information Solutions and Services manages both General Access and Departmental PC Suites.
- Users of both types of suite must abide by the University's [Code of Conduct](#), [ICT Regulations](#) and [PC Suite Etiquette](#)
- Login to PC Suite computer is through a [Campus Account](#). All PC Suites contain standard software applications and some suites have specialist applications. A software search facility is available on the ISS website for both [General Access](#) and [Departmental Suites](#).
- The software profile for PC Suites is reviewed and refreshed every summer; staff can request new or additional software for a particular suite by completing an online software request form.
- GA PC Suites are funded and managed by ISS and are available for use by all registered staff and students, and by authorised visitors.
- GA PC Suites may be booked by academic staff for teaching and assessment purposes. Bookings are published online and timetables are posted on the door of each PC Suite.
- GA PC Suites bookings are not rolled-over at the end of each year and new bookings must be submitted each year for Semester 1 and 2.
- GA PC Suites are used for end of semester exams and are available to book for once-off computer based examinations during term time.
- GA PC Suite booked for college exams by the Exams Office are unavailable for general use for the exam period.
- Conference and event bookings are made through the Conference & Event Centre.
- Bookings of Departmental Suites are managed by the individual units.
- GA and DP PC Suites are open from 08:30-22:00 Monday to Friday and a number of PC suites are open on Saturday and Sunday from 08:30-18:00. Details of PC suite opening times can be found on the ISS website.
- All Suites are checked on a periodic basis to ensure they are working correctly. Users can report problems by contacting the Service Desk.

### PC Refresh/Replacement Cycle

- Software on PCs in GA and DP Suites is updated annually. PCs are re-imaged in the event of an Operating System update or system failure.
- ISS manage and fund the replacement of PCs in GA suites on a rolling basis ensuring PC are replaced every 6 years. This is based on the usage level of the equipment and funding available.
- GA PCs removed from Suites after six years are allocated to staff and post graduate students for the remainder of their useful life.
- ISS will manage the replacement of PC in departmental suites subject to funding being made available by the relevant unit.

### 3.0 Policy Responsibilities

Name	Responsibility
Director ISS	Policy Owner
ISS Assistant Director Head Of Operations	Revisions to the policy
Approval/Review	IT Planning and Priorities Committee

### 4.0 Attachments/Related Policies

[Code of Conduct](#)

[ICT Regulations](#)

[PC Suite Etiquette](#)