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

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<tr>
<th>Name</th>
<th>Responsibility</th>
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<tbody>
<tr>
<td>Director ISS</td>
<td>Policy Owner</td>
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<tr>
<td>ISS Assistant  Director Head of Operations</td>
<td>Revisions to the policy</td>
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<tr>
<td>Approval/Review</td>
<td>IT Planning and Priorities Committee</td>
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4.0 Attachments/Related Policies

- Code of Conduct
- ICT Regulations
- PC Suite Etiquette