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MEMORANDUM

To: Equipment and Network Committee

From: Alec Yasinsac

Date: September 11, 2003

Re: Proposed Department Policy on Equipment Usage and Responsibilities

The following is proposed:

Motivation: Within recent years the Department of Computer Science at Florida State University has increased in the number of personnel and students as well as in the quantity and quality of research being conducted by the research faculty.

The department recognizes four very important needs: (1) The need of the department to maintain accountability for equipment and resources and (2) The need of the faculty to conduct research in a free and unencumbered manner (to the extent possible), (3) The ability of the faculty to conduct high-level educational programs, and (4) The need of the staff to function effectively in support of the departmental goals. These four needs are interdependent. Equipment is acquired to be used, and any systematic reduction of access or engagement to the staff or faculty must be thoroughly justified.

A natural conflict exists between functionality and accountability. Functionality is attained by awarding equipment custody to a member or group, heretofore referred to as the custodian. Accountability is attained through proper paperwork and inventory procedures, accomplished by the property accountability manager. Flexibility generally leads to increased functionality. Flexibility is inversely proportional to accountability.

Equipment management. All departmental equipment and materials shall be used in accordance with University and Department Policies. There will be no exception to this policy permitted other than those described in this document.

Equipment Accountability. The property accountability manager is responsible for accounting for all departmental equipment. This includes maintaining awareness of

University accountability requirements, proposing corresponding departmental policies when necessary, completing necessary accountability paperwork, accomplishing required inventories, and conducting intermittent audits of equipment location as necessary to ensure the accuracy of current equipment inventory.

Custodial Responsibility: It is the exclusive responsibility of the equipment custodian to effectively employ assigned departmental resource and will be held accountable by the department, university, and sponsoring agency if one exists. The custodian is granted authority over the allocation and use of their assigned equipment.

Additionally, the equipment custodian must formally communicate equipment movement to the property manager so that an accurate inventory can be maintained. For the CS Department, notification of movement will be made via a normal automated help desk trouble call before equipment is moved. This trouble call will document any services requested for the equipment relocation and will indicate the desired and intended relocation schedule. Failure to properly document equipment movement may result in custodial authority revocation by the Chair, CS Department.

Management of space for equipment. No equipment will be removed from departmental spaces without written permission of the department chair or his delegated representative. Faculty members are allocated space by the chair and are free to move equipment within their spaces in accordance with their custodial requirements. Movement of equipment into spaces not assigned to the custodian must be approved by the member that is assigned the space and documented IAW custodial responsibility.

Normal Support Personnel: The Department of Computer Science shall maintain a cadre of personnel for the expressed purpose of supporting the general CS Department population of students, faculty, and staff. The size of this office shall be determined to be of sufficient size and capability to support day-to-day operations, class room environments, and staff needs.

This department will employ an automated system for entering, tracking, modifying, and recording work on trouble calls that is easily accessible to all departmental members. A standard of service will be published reflecting the expected response time based on ticket priority. Historical information will be gathered and made available trouble desk or web access. The following minimum monthly and yearly information reported will be reported:

1. Number of trouble calls opened
2. Number of trouble calls answered within minimum response time
3. Number of trouble calls satisfactorily completed
4. Number of trouble calls reopened

The workload will be prioritized by the systems group based on the following priority structure:

1. Issues involving the educational mission
2. Issues involving the administrative mission
3. Issues involving the research mission
4. Issues involving routine maintenance

Research Support Personnel: Research Faculty who wish to increase the scope of their research and obtain a certain amount of autonomy may, with the permission and space allocation of the Chair, develop their own laboratories. The laboratories and all equipment contained in these laboratories shall fall under the responsibility and operational control of the research faculty for which they are allocated.

Any member of the department may, at their discretion use their funds to hire a part-time/full-time employee to enhance their personal or group technical support or to enable uncommon teaching and/or research practices. These technical staff members shall work under the supervision of the sponsoring member.

When so designated by the sponsor, dedicated technical staff members may represent the interests of the sponsoring member to the systems group and to other technical staff members. Technical staff members will be considered fully qualified by the systems group and will entertain the full authority of any other departmental member.