

I. Introduction

The Network and Technical Services (NTS) department is responsible for providing telecommunications and information technology support services to the College. The support services offered encompass a range of telephone, server, network and other information technology related activities. Activities include, but are not limited to, the following:

- A. Maintenance and upgrade of computing equipment in computer labs; maintenance and upgrade of computing equipment in offices; installation of computer and software upgrades purchased via departmental funds;
- B. Maintenance and enhancement of services and peripherals;
- C. Consultation on areas related to information processing, procedures, and special computer services;
- D. Evaluation of feasibility and cost of proposed projects;
- E. Limited training on and support of certain software applications;
- F. Maintaining a HelpDesk and providing for software support in labs;
- G. Providing operating supplies purchased as bulk items such as toner and special forms for the College;
- H. Maintenance for the college's computer network, including management of connections to external networks and cloud services;
- I. Management of the computing infrastructure that support administrative and academic systems;
- J. Management of computer accounts on the college network;
- K. Management of and maintenance for the college telephone system.

II. Request for Services

Requests for computer, network, and telephone support should be directed to the HelpDesk by calling 694-6537 or by sending E-mail to helpdesk@pstcc.edu.

III. Computer Resources Advisory Committee (CRAC)

All purchase requisitions for computer hardware, software, and cloud services must be accompanied by a CRAC form. The form is located on the [Information Services website](#). The person completing the form should include the following information about the purchased items(s):

- A. name and description,
- B. purpose,
- C. proposed location (s),
- D. a quote provided by NTS staff if the item is a new computer, tablet, or other computing device,
- E. identification of any new network connections required,
- F. identification of any new data connections required (for example, data from the Enterprise resource planning (ERP) system software or user authentication.)

The Computer Resources Advisory Committee will review all CRAC forms for suitability of the proposed items to their intended purpose. The vice president of Information Services must approve all CRAC forms. See [Pellissippi State Policy No. 08:01:00, Committee Structure and Membership](#), for a list of CRAC members.

Approved: Executive Council, March 4, 1991
Executive Council, August 13, 1991
Editorial Changes, May 4, 1993
Executive Council, May 27, 1993
Reviewed/Recommended: President's Council, April 29, 1996
Approved: President Allen G. Edwards, May 1, 1996
Approved: President Allen G. Edwards, November 12, 1997
Approved: President Allen G. Edwards, August 5, 2002
Reviewed/Recommended: President's Staff, March 26, 2007
Approved: President Allen G. Edwards, March 26, 2007
Reviewed/Recommended: President's Staff, May 9, 2011
Approved: President Allen G. Edwards, May 9, 2011
Reviewed/Recommended: President's Staff, June 6, 2011
Approved: President Allen G. Edwards, June 6, 2011
Reviewed/Recommended: President's Council, September 26, 2016
Approved: President L. Anthony Wise, Jr., September 26, 2016