

BRING YOUR OWN DEVICE (BYOD)

Effective Date: xx/xx/2018

These guidelines apply to all users of CNM's wired or wireless network ("Network") connection who connect using their personally-owned computing device ("Device"). The ITS Department may utilize additional requirements (such as the use of mobile device management) to protect the College's data.

1. DEFINITIONS

- 1.1 "Personally-owned computing device" means any device, such as a laptop, mobile phone, tablet or hybrid laptop/tablet, capable of connecting to CNM's Network.
- 1.2 "Registration period" means a period of time during which a student may register their device with ITS in order to be eligible to receive ITS support for their Device. This period shall be the first two weeks from the first day of classes in each term.
- 1.3 "Service level agreement" means a contract between ITS and the student, staff and faculty that defines the level of service expected from the service provider.
- 1.4 "User" means any student, staff or faculty who utilizes CNM's Network while on campus.

2. USER RESPONSIBILITIES

- 2.1 Users must comply with CNM's [Information Technology Use directive](#) at all times while connected to CNM's Network.
- 2.2 Users must have anti-virus and anti-malware software installed and activated on their Device.
- 2.3 Users must register their Device with ITS during the appropriate registration period if they anticipate utilizing ITS support services. There is one registration period per term. A User does not have to re-register their Device every term. ITS may allow registration outside the registration period as determined on a case-by-case basis.
- 2.4 Any Device that is not registered with ITS may not be eligible to receive ITS support services.

3. DISCLAIMERS

By utilizing CNM's Network with a personally-owned computing device, a User acknowledges and accepts the following disclaimers:

- 3.1 CNM is not responsible for the maintenance, backup or loss of data on a Device. It is the responsibility of the Device owner to backup all software and data prior to requesting service from ITS.
- 3.2 CNM is not liable for theft, damage or loss of the Device.
- 3.3 CNM does not guarantee the security of its Network and accepts no liability for the security of Devices.
- 3.4 CNM retains the right to inspect the Device if a violation of CNM's Information Technology Use directive is suspected. Disciplinary action in accordance with the Student Code of Conduct may result.

4. ITS SUPPORT SERVICES

ITS is able to provide full support services for Devices utilizing an iOS operating system. For most Devices utilizing a Windows operating system, ITS can provide limited support.

- 4.1 Students may request an appointment with ITS by sending an e-mail to itsservicedesk@cnm.edu or by calling (505) 224-4357. Walk-ins are welcome from 8 a.m. to 5:00 p.m. at Main Campus TSTC (SRC 111) Students must sign a service level agreement and an acknowledgment of all guidelines contained in CNM's ITUP Policy prior to service.
- 4.2 As a service provider for Apple, ITS can provide repair or replacement services for iOS Devices. In addition, ITS will provide software support for Devices with an iOS operating system.
 - 4.2.1 In some cases, ITS may need to keep an iOS Device for several days to ensure the repair or replacement service is completed.
- 4.3 For Devices utilizing a Windows operating system, ITS is able to reload a Windows operating system if the system has been overcome by malware and offer support on all Network and connectivity issues. Repair or replacement services beyond what is described in this section are not available.
 - 4.3.1 ITS will not keep a Device with a Windows operating system for repair or replacement. Users of such Devices are advised to contact the Device manufacturer to determine if the Device is still under warranty.