

SECTION: General Information  
SUBJECT: Computer & Telephone Services  
SOURCE REFERENCE: GSCC Internal Policy

NUMBER: M/1.15

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## Computer and Telephone Services

Administrative computer and telephone services are available for use by the College community for official College business. No one among the College personnel is authorized to disclose or release technical specifications of software, hardware, passwords and/or access codes used in capacity at the College, including but not limited to, the College's ERP system, network, email, web applications or telephone system without written approval of either the Chief Information Officer or the President.

Requests for new computer hardware, software, changes to computer applications, information reports, new data fields, campus network connections, wireless access, e-mail accounts, web hosting, new telephone installation, moving of existing service, telephone repair and all other IT-related issues must be submitted through a request for service via the College's IT Help Desk by emailing [helpdesk@gadsdenstate.edu](mailto:helpdesk@gadsdenstate.edu). (In the event a request cannot be submitted electronically, the help desk phone number is 256-549-8341.) The Chief Information Officer or designee shall review all help desk requests for administrative approval, feasibility, availability of resources, and to ensure that requests are not redundant and are appropriate.

All costs for hardware, software, supplies, services and repair parts not approved as part of the Information Technology budgets are the responsibility of the requesting department.