6.7 PERSONAL COMPUTER NETWORKING

A. Purpose
To provide network accessibility to personal computers for LA Net, Internet, Intranet, Mainframe, Peoplesoft and other systems vital to the successful operations of the University and Hospital.

B. Procedures
1. The department requesting networking must send an internal transaction (I.T.) form to the Telecommunications division of Auxiliary Services to have a network line pulled if one is not already available.

2. If necessary, the user should submit an I.T. to the Microcomputer Services division of Auxiliary Services to have a network card, adapter or other hardware installed in the computer.

3. If a user is connecting to the network to gain new access to mainframe, systems applications or email, a Computer Services Account Application must be completed and forwarded to Computer Services Desktop Support. An account application may be obtained from the following website: http://www.sh.lsuhsc.edu/infotech/ocs/userservices/desktop/Supportinfo/Computer%20Account%20Apps.pdf

4. Once a network line is in place and active, the user will contact the Computer Services Desktop Support Helpdesk, extension 55470, requesting the computer to be setup within the domain (if applicable), internet/mainframe/systems access/email established, and antivirus software installed and/or updated. Alternatively, the user may request setup from the Microcomputer Services division of Auxiliary Services for a fee.

5. Computers requiring network connectivity in order to view, store, send, or receive confidential and/or patient information must request to be placed behind the campus firewall for securing confidential data in accordance with HIPAA guidelines.

6. Users experiencing network connectivity problems with a new line within the first month must communicate the problems with the Telecommunications division of Auxiliary Services. Problems resulting after a period of one month should be referred to the Computer Services Helpdesk for verification whether network, software, or hardware problems. If problem is network related, the Computer Services Desktop Support Helpdesk, extension 55470 option 2, will forward onto the appropriate division.

If not a network problem, the Computer Services Helpdesk will determine software or hardware issue. If the problem results from hardware failure within the computer, the Computer Services Helpdesk will act as liaison to the manufacturer for ordering new parts on behalf of the user in the event of warranty work. User will then forward an I.T. to the Microcomputer Services division of Auxiliary Services for replacement of part (if onsite
warranty work is not available) or for cost and replacement of new part (if parts are no longer under warranty).

7. Invision Hospital Systems training is provided by Patient Processing and includes specialized classes: Inpatient Nursing, Outpatient Support General Information, Outpatient Support Resource Scheduling, and Patient Registration. Resource Scheduling Template Build and Maintenance training is provided by Computer Services Clinical Support. Class schedules are available on the website:
   http://www.sh.lsumc.edu/training.html

8. For applications training such as word processing, users may contact Project Care, the LSUHSC-S Library, or outside schools/companies. Other training options include online “system help” and reference books which may be purchased through the LSUHSC Bookstore. Also, see the Training Website:
   http://www.sh.lsumc.edu/training.html
Rules and Guidelines for Use of Information Technology
At LSU Health Sciences Center Shreveport

I have read and agree to adhere to the policies in Chancellor's Memorandum CM-XX.

Signature: _______________________________________________________

Print or Type Name: ________________________________________________

Date: _____________________________________________________________
Network Connectivity Price Sheet
(as of 8/2001)

Expedited Cable Pulls .................................................. $150.00 each
Cable Pulls......................................................................... $85.00 each
Jack Kits........................................................................... $20.00 each
Labor........................................................................ $55.00 per hour
Relocations...................................................................... $55.00 each

Cable Footage (network) ................................................. $0.25 per ft

For more information and labor rates on the Microcomputer Services division of Auxiliary Services, please visit their website at http://sh-aux.lsuhs.edu.