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## Service Level Agreements



http://www.fas.harvard.edu/computing/hascs/policy.html

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## Computer Use Policies

- **Computer Rules & Responsibilities** [[Text](#)]  
University regulations regarding the use of computers and networks with additional policies from FAS Computer Services.
- [Practice Quiz on Computer Rules and Responsibilities](#)  
A practice version of the computer use quiz that students are required to take when opening or reactivating their accounts.
- [Information on Year 2000 Computer Compliance](#)  
Resources for safeguarding desktop computers against the Year 2000 Problem. Includes compliance-testing software.

## Accounts

- [Accounts for Non-Appointment and Casual FAS Employees](#) (PDF)  
Computer account, modem and network access application form for non-appointment and casual employees in FAS.
- [Accounts for Non-FAS Groups](#) (PDF)  
Computer account, modem and network access application form for Harvard University organizations not affiliated with FAS.
- [Application for FAS Departmental Accounts](#) (PDF)  
Application for group computer accounts for Departments and other groups in FAS.
- [Application for Cross-Registered Students](#) (PDF)  
Application for cross-registered students in Harvard Faculty of Arts and Sciences courses who can not complete academic requirements of those courses without access to FAS computer systems. *Fall and Spring semesters only.*
- [FAS Password Change Authorization Form](#) (PDF)  
Password change authorization form provided as a courtesy to FAS affiliates currently outside the Boston area or otherwise unable to come to the Computer Services Helpdesk.
- [Application for Email Forwarding](#) (PDF)  
Application for email forwarding service for faculty or staff who have recently left FAS.
- [Request to Increase Quota](#) (PDF)  
Application to request increase in FAS account quota.

## Computer Clinics

- [General Computer Clinics](#) (PDF)  
Service agreement detailing the types of computer support provided by Computer Clinic staff.

## Facilities

- [HASCS Computer Classrooms](#) (PDF)  
Reservation request form and information about use and scheduling of the FAS Computer Classrooms.
- [Technology Showcase Keycard Application](#) (PDF)  
Keycard application for project-based after-hours access to the Technology Showcase.

## Web

- [Web Site Development Services](#) (*Faculty and Staff only*)
- [CGI Privileges](#) (*Departmental accounts only*)  
Service Agreement and Policies detailing CGI services.

## Faculty and Staff Computer Support (FASCS) Service Level Agreements

- [Computer Support](#) (*Faculty and Staff only*)  
Outline of general computer support services.
- [FASCS Coverage - Computer Repair](#) (*Faculty and Staff only*)  
Description of computer repair service, eligibility requirements, procedures for getting coverage.
- [FASCS Coverage - Insurance](#) (*Faculty and Staff only*)  
Description of Equipment Insurance Coverage service.

Adobe Acrobat Reader 4.0 is required for viewing some links on this page. You can obtain Acrobat Reader from the [Adobe Web Site](#).

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This page maintained by [HASCS Documentation](#).  
For computing support options, see [HASCS Help](#).

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