

Regent University

Computer Support Agreement for Teleworkers

1. All employees wishing to work from home will need the approval of their department head or dean. A fully signed copy of the *Regent University Computer Support Agreement for Teleworkers*, signifying approval of the work arrangement, must be sent through campus mail to Information Technology (Com 300). Information Technology (IT) will not begin work on any teleworking/telecommuting arrangements until this form has been received.
2. Regent employees working from home are required to provide their own Windows PC computer equipment, peripherals, software, and internet connectivity. Broadband internet service is required for access to email and other Regent systems. Basic systems support will be provided by the Regent University IT Help Desk. Arrangements for hardware repair, virus removal, operating system repair and other advanced support are the responsibility of the teleworker.
3. Computer Recommendation
 - Windows PC with Intel Core 2 Duo or equivalent
 - Windows XP or higher operating system
 - 2GB RAM
 - 100GB HD
 - Antivirus Software
 - Wired or Wireless Broadband connectivity
 - Office 2007 – full time Regent employees are eligible to receive Office 2007 under the Microsoft Campus Agreement. See <http://www.regent.edu/it/specialoffers/msca.cfm>.
 - Special Educational pricing on hardware and software is available. See <http://www.regent.edu/it/specialoffers/> for more information.
4. Teleworkers will be charged a one-time technology fee. The technology fee can be billed back to the department or school.
5. Based on the telephony needs of the teleworker, IP telephony and Fax capabilities are available. Employees providing their own telephony equipment may submit for reimbursement by Regent any work-related long distance telephone (voice) expenses incurred by the employee at home. An itemized copy of the telephone bill will be required for reimbursement. Any additional lines for phones or faxes are not considered a reimbursable expense unless approved by the Business Office and IT department.
5. Employees may not give their university username and/or password to family members in order to allow them access to the Regent systems or E-mail. Any such compromise of a user's password or any violation of the Regent University Password Policy may result in suspension of Regent University network access.
6. IT can provide telecommuting employees access, via Virtual Private Network (VPN), to network file shares and any other internal systems necessary to perform the employee's regular job. A VPN access form must be submitted for access to internal

Regent systems. See the VPN Access Form located on the IT page in the MyRegent Portal.

7. IT reserves the right to recommend to the Human Resources Department that a teleworker not be allowed to continue working from home if persistent computer problems or training issues arise. IT will abide by the decision reached by Human Resources and the school or department.
8. IT reserves the right to revoke, without prior consent or notice, remote access for any user should there be any threat, immediate or imminent, to a host or the network as a whole. Sufficient reasoning will be provided to the Human Resources Department and the employee's school or department within 24 hours of the employee's access revocation.
9. All teleworking/telecommuting employees continue to be bound by all Regent University Information Technology policies. Failure to follow these policies may result in discipline as outlined in the applicable policy.

Employee

Date

Dean / Department Head

Date

Vice President for Human Resources

Date