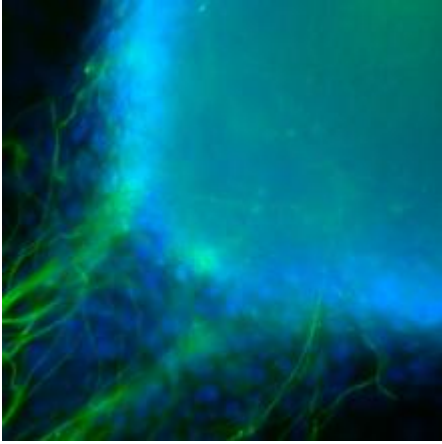


Customer Responsibilities



Ray Cheung on January 30, 2020

Policy Type

Standard

Customers must:

- Comply with university and campus IT policy and guidelines including:
 - [Acceptable Use Policy](#) [1]
 - [UCSF Policy 650-16: Information Security and Confidentiality](#) [2]
 - [UCSF Minimum Network Connectivity Requirements](#) [3]
 - [UCSF Implementation of the UC Electronic Communications policy](#) [4]
- Utilize the standard contact methods (Section 4) for incidents # Availability of client representative(s) when resolving a service related incident or request
- Availability of client representative(s) when resolving a service related incident or request
- Contact the IT Service Manager or Divisional Liaisons to request additions or changes in established service levels
- Customers are responsible for all planned and unplanned computer hardware replacement and software costs including cables, peripherals, and lock-down devices.

GET IT HELP. Contact the Service Desk online, or phone 415.514.4100

[Site Login](#) [Site Index](#)

[Suggest an IT Improvement](#) | © UC Regents

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Source URL: <https://it.ucsf.edu/policies/customer-responsibilities>

Links

[1] <http://policies.ucsf.edu/policy/650-18>

[2] <http://policies.ucsf.edu/policy/650-16>

[3] <https://it.ucsf.edu/policies/ucsf-650-16-addendum-b-ucsf-minimum-security-standards-electronic-information-resources>

[4] <https://it.ucsf.edu/policies/ucsf-implementation-ecp-access-without-consent>