

CA&ES Emeriti and Staff Retirees IT Support Guidelines

The committee proposes consideration for CA&ES departments to use the below guidelines as a framework for implementing standard practices for emeriti IT support. Items that the committee determined should be considered as a formalized standard at the college level are noted as such.

1. Routine IT support to complete university work will be provided for all emeriti. Routine IT support includes support for university email, Duo, library VPN, and access to software licensed by the university. **[should be a CA&ES standard]**
2. Emeriti with formal recall appointments are to be treated the same as non-emeritus faculty with respect to their use of UCD IT equipment and which services will be supported by the local IT team. **[should be a CA&ES standard]**
3. Faculty should be allowed a phased approach to reducing IT equipment and services when transitioning to emeritus status. During the first year of emeritus status, they should not experience changes to their IT equipment or services.
4. During the first year of retirement faculty who are not on recall or who have not otherwise documented a business need for additional equipment in an MOU should work on reducing their IT equipment down to at most one university laptop, one university desktop, and one university printer.
5. Before the end of the first year after retirement emeriti should meet with Chair, CAO, and IT Manager to complete a standardized MOU that includes a clear itemization of specific IT equipment to remain in use, supported services, and timeline for continued support. **[should be a CA&ES standard]**
6. Unless on recall or a specific and strong business need that cannot be otherwise accommodated is documented in an MOU, university cell phones, tablets, and productivity devices such as smart-watches should not be supported and should be returned to the university before the end of the first year of emeritus status.
7. Emeriti should be required to enroll in Duo and have Duo for Office 365 enabled. **[should be a CA&ES standard]**
8. Emeriti should be assigned annual cybersecurity training via Staff Development & Professional services and be expected to complete the training in order to use and receive support for departmental IT equipment. **[should be a CA&ES standard]**
9. Faculty transitioning off of university-owned computers to personally-owned computers that will store university data should be provided guidance for maintaining a base level of security on such devices. This can be provided in the form of the [UC IS-3 Security Standards for Everyone and All Devices](#). **[should be a CA&ES standard]**
10. For liability reasons and limits on staff time, home visits and assistance with home networks should be prohibited. **[should be a CA&ES standard]**

White Paper of Best Practices Guidelines for CA&ES Emeriti and Staff Retirees IT Support

11. Ongoing support for faculty websites after transitioning to emeritus status should be phased out. Emeriti may use the university web hosting services and documentation/online training available to all faculty. If they have additional needs for web services, they may want to pursue payment for additional services.
12. Some units may want to establish a recharge rate for emeriti IT services to be enacted after the first year of entering emeritus status.