



Hardware/Software Support Standards for Faculty, Staff and Lab Computers

Full Support: Full support means that CTS will make every effort available to install, configure, support, troubleshoot, and repair the piece of hardware or software.

Hardware items include modern Dell Optiplex and Latitude Systems (those models approved for purchase), and Apple systems that are still covered under warranty. Dell and Apple items no longer covered under warranty may be repaired with spare parts (when available), or at a cost of parts only. Hewlett Packard deskjet and laserjet printers are covered under full support provided they are recent models with available parts and operating system supported drivers.

Software items covered include Microsoft WindowsXP and Apple OS 10.3 and 10.4 operating systems, MS Office2003 (including Outlook and Publisher 2003) and OfficeX/2004 (including Entourage), Internet Explorer 5.2/6.0, Safari, McAfee Anti-virus (VirusScan 8 and Virex 7.x), QVT 5.1, SPSS 12, SAS 9.1, Adobe Acrobat Reader 7.

Partial Support: Partial support means that CTS will make a best effort to install, configure, support, troubleshoot, and repair the piece of hardware or software. However, we cannot guarantee success and may have to limit the amount of time spent on this hardware/software.

Hardware items include non HP printers, networked copiers, Dell systems not in the Optiplex line.

Software includes academic and departmental applications.

Palm and Pocket PC based PDA devices are given partial support for installing software for, and syncing with, the Exchange server. PDA applications, or hardware issues with the PDA, are not supported.

No Support: No support means that CTS is unable to support the piece of hardware or software.

Hardware items include non-Dell PC's, retired Dell and Apple models, as well as personally owned computers (not property of the college).

Software includes Windows operating systems other than WindowsXP, Mac operating systems other than OS 10.3 and 10.4, Linux, and installations of WindowsXP and OS 10.3/4 not performed by CTS. It also includes non-business related applications and older versions of the applications listed under Full Support.

Standards for Individual Machine Access and Security

Administrative Access: If a faculty or staff member has a demonstrated need to have administrative access on their PC or Mac (such as needing to install frequent updates for a piece of software), CTS will create a local administrative account for that person to use on their computer. Laptop users are given administrative access due to their off campus nature and therefore limited access at times for support.

System and Security Settings: Each PC and Mac has certain systems management, networking, and security settings. These settings are designed to make the system centrally managed, correctly configured for the network, and secured from un-authorized access and attacks from various malware. Changing or disabling security settings or software will put your device at risk. CTS will take action to correct any changes to system security, including disabling network access when necessary.

CTS reserves the right to make changes to this document as required.