The University of Tulsa
Information Services

Policy
Number: AC-1

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Title: Computer Purchase and Service

Date: 03/21/02
Revision: 1

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Purpose Statement: This policy is to maintain a high quality of service by setting standards and minimum configurations of university owned computers, and by recommending configurations for the purchase of new equipment.

Scope of Procedure: This policy applies to Administrative Departments.

Definitions:

**University Owned Computer:** Any computer or peripheral equipment that is purchased by departments from university funds or is recorded within the university asset management system.

**Legacy Hardware:** Any computer or peripheral equipment that is more than three years old and/or has a configuration less than the minimum standard as defined by Information Services for effective use of modern software or connection to the network.

**Rogue Software:** Software placed by individuals on a university owned computer that is unrelated to the performance of work assignments
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**Administrative Information System (AIS):** An enterprise-wide software program that provides integrated support for common administrative functions such as accounting, registration, records, human resources, and student services. At the University of Tulsa that system is Datatel.

Policy:

**Minimum Standard**—Information Services will set a minimum standard for the configuration of university owned computers based upon availability of support and parts by the vendor, and the ability of the computer to function efficiently with university provided software and the university network. This configuration will change as technology changes and can be obtained on the Information Services Website

(www.is.utulsa.edu) or by calling the Computer Store at Ext. 3357 or the Help Desk at Ext. 3500.

**Legacy Systems**—Computers that fall below this minimum standard will be considered legacy systems. Information Services will respond to service calls on such machines, but will not give any assurance that the system can be fixed or made to function properly. Information Services discourages the use of legacy systems.

**Rogue Software**—Individuals often time place personal programs on university owned equipment. Information Services will not support these programs. Further, Information Services warns users that these programs (for example Weather Bug, Elf Bowling, Web Shot Screen Saver) can be memory intensive and may cause problems in the proper operation of the computer. Information Services discourages the loading of these programs and will recommend the removal of such programs at the time of a service call.

**Specialized Software—**Departments may purchase specialized software for a specific administrative function. Unless arrangements have been made with Information Services, this software is self-supported. In order to have Information Services provide support, technicians will have to receive specific training on the package. A list of supported software is available from the Information Services Web Pages [insert URL here] or by calling the Help Desk at Ext. 3500.

**Supported Software**—Information Services supports several client and enterprise-wide software packages including specific versions of Windows, Microsoft Office, SPSS, WebCT, Datatel among many others. A list of supported software is available from the Information Services Web Pages [insert URL here] or by calling the Help Desk at Ext. 3500.

**Software Installation**—Information Services will install necessary supported software for you. Information Services will also upgrade operating systems on MS Windows machines upon request provided the machine meets the upgrade requirements for the new OS. If an operating system is installed without the help or approval of Information Services, the machine will become self-supported.

**New Purchase**—New purchases of computers should be coordinated through the Campus Computer Store to insure

competitive price and proper configuration. The University of Tulsa has an advantageous contract with Dell Computer and encourages the purchase of this personal computer.

**Apple Macintosh**—While we recognize that Apple Macintosh (Mac) computers provide advantages in specific departments that have the need for multimedia applications, video editing, and graphic design; Information Services discourages the use of Macs for general-purpose desktop computing due to an unfavorable total cost of ownership, incompatibility with the graphical user interface programs of the AIS, and the limitation of available technicians skilled on this platform.

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